Login Screen

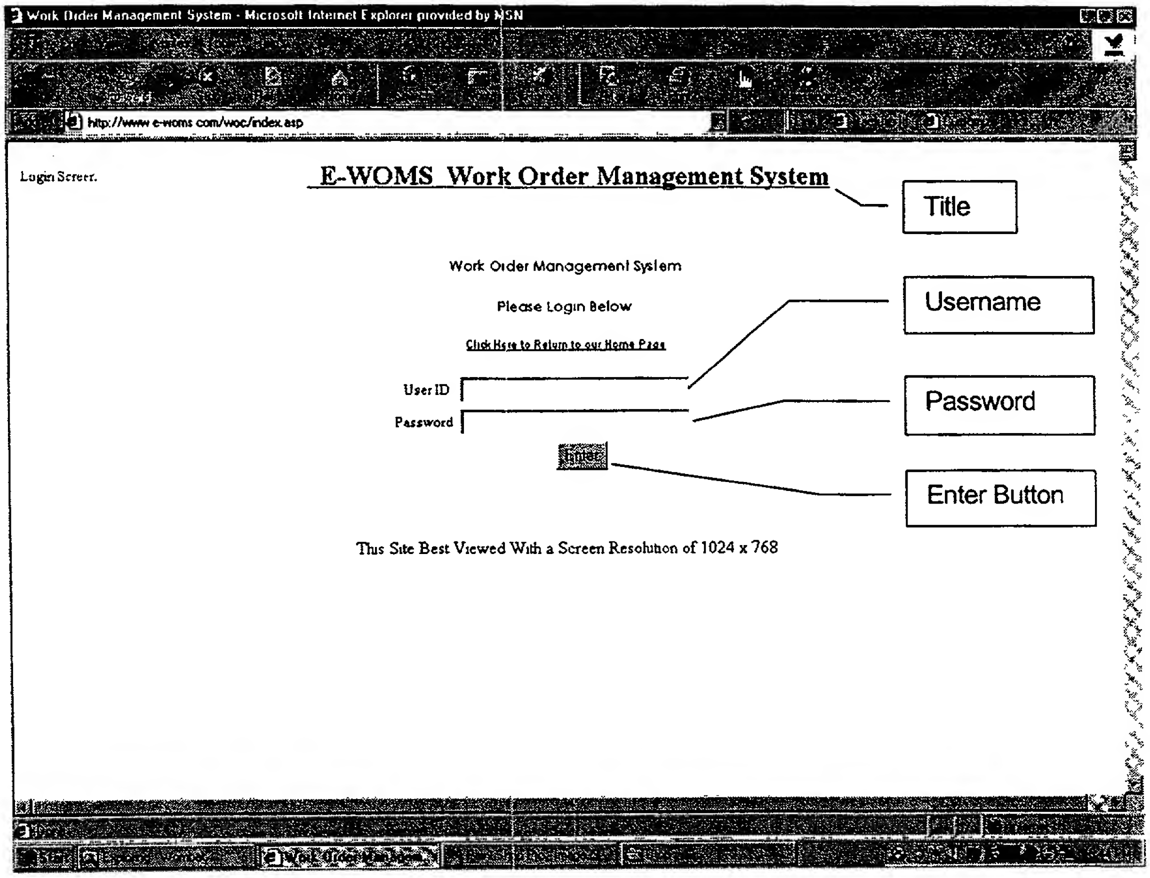


Figure 1: Login Screen

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Corporate Information screen.
Username:	The username is the login name (the customer's email address) assigned to the Vendor's customer. A customer must have a valid username name and password to log into the Work Order Management System.
Password:	This is where the password for the customer account is entered.
Enter Button:	The Enter Button is clicked using the mouse to submit the entered Username and Password combination to the system for recognition and authentication for access. If the username and password authenticates, the customer will be logged into the Vendor's Work Order Management System. If the password and username do not agree, or the username is not recognized, the user will be returned to the Login Screen with all fields cleared.

FIG 2

Main Menu Screen

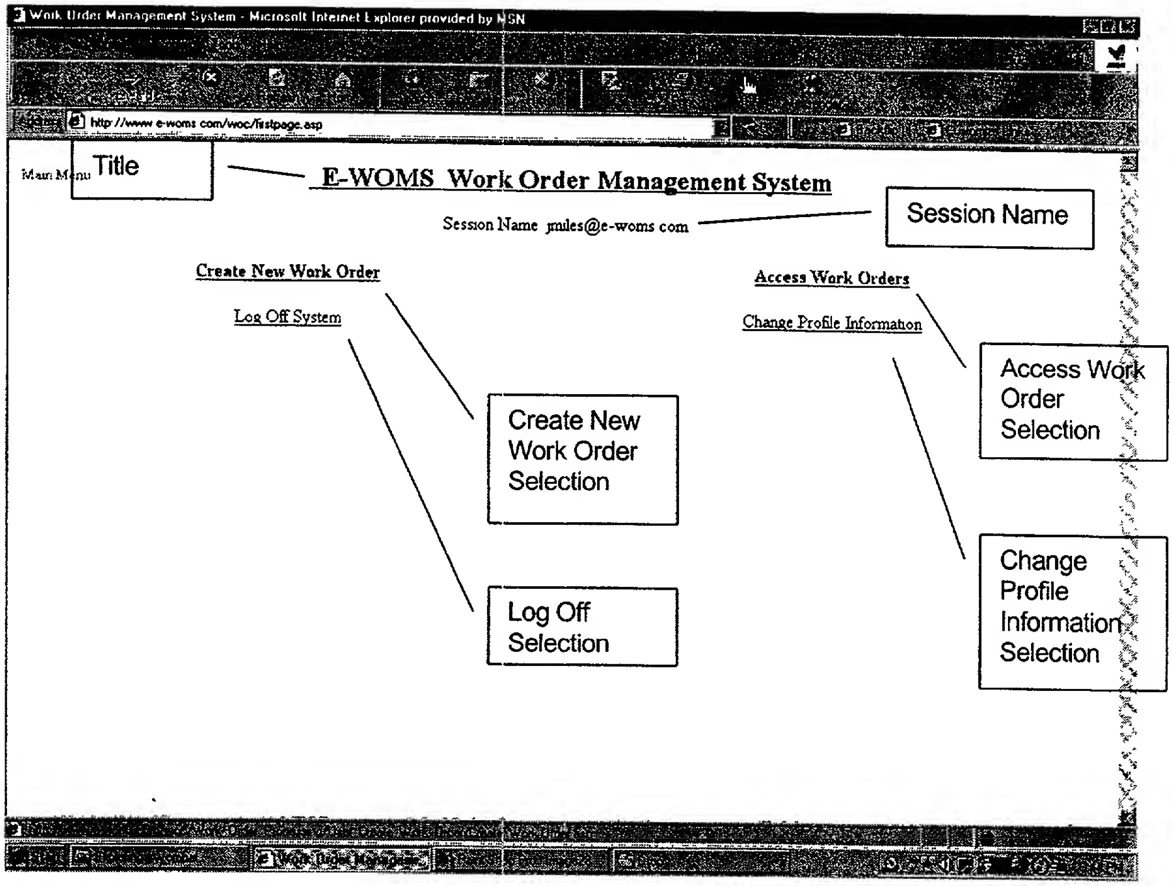


FIG. 3

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Create New Work Order Selection:	This link takes the user to the form for submitting a new work order.
Access Work Order Selection:	This link takes the user to the list of previously submitted work orders. This is used to check the status of already submitted work orders.
Log Off Selection	This link will log the user off the system and take them back to the login screen.
Change Profile Information Selection:	This link will take the user to a form that will allow them to change the information about themselves.

FIG. 4

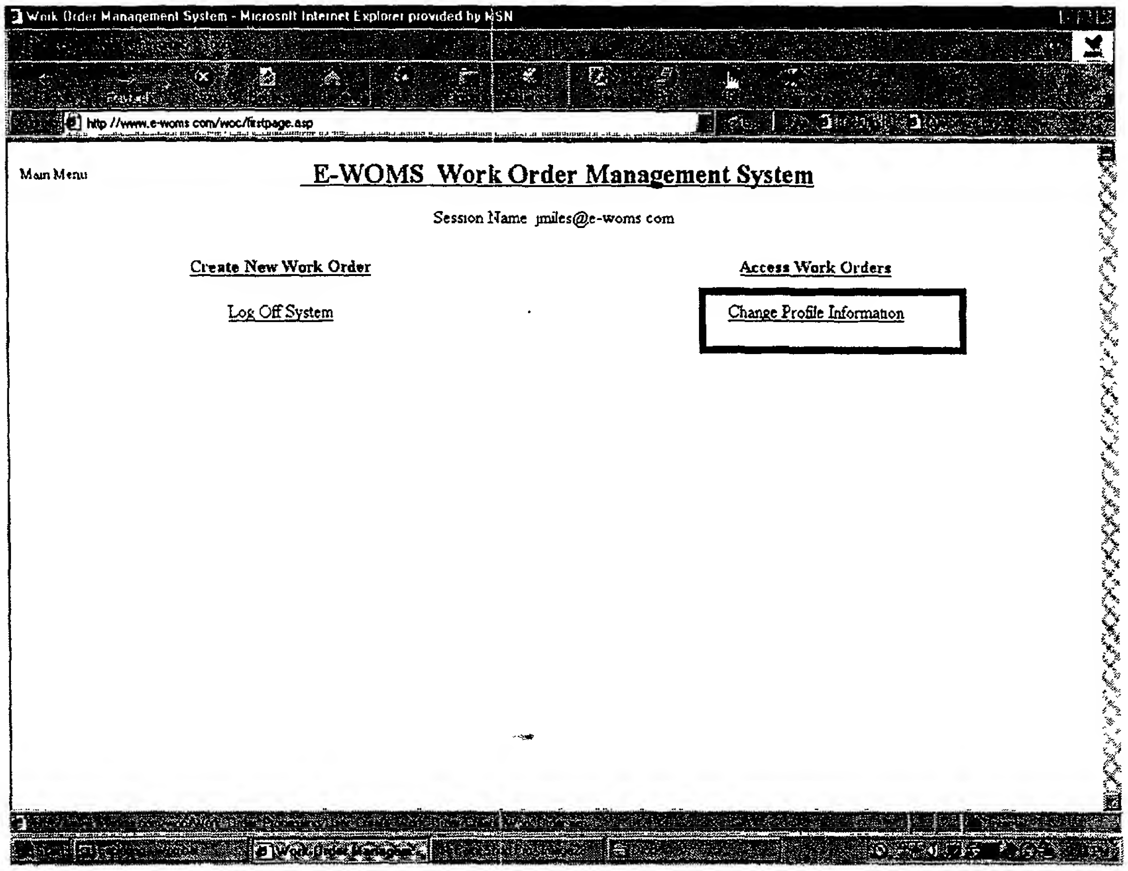


FIG. 5

Change Profile Information:

System Information on Main Menu Screen - No action taken at user request

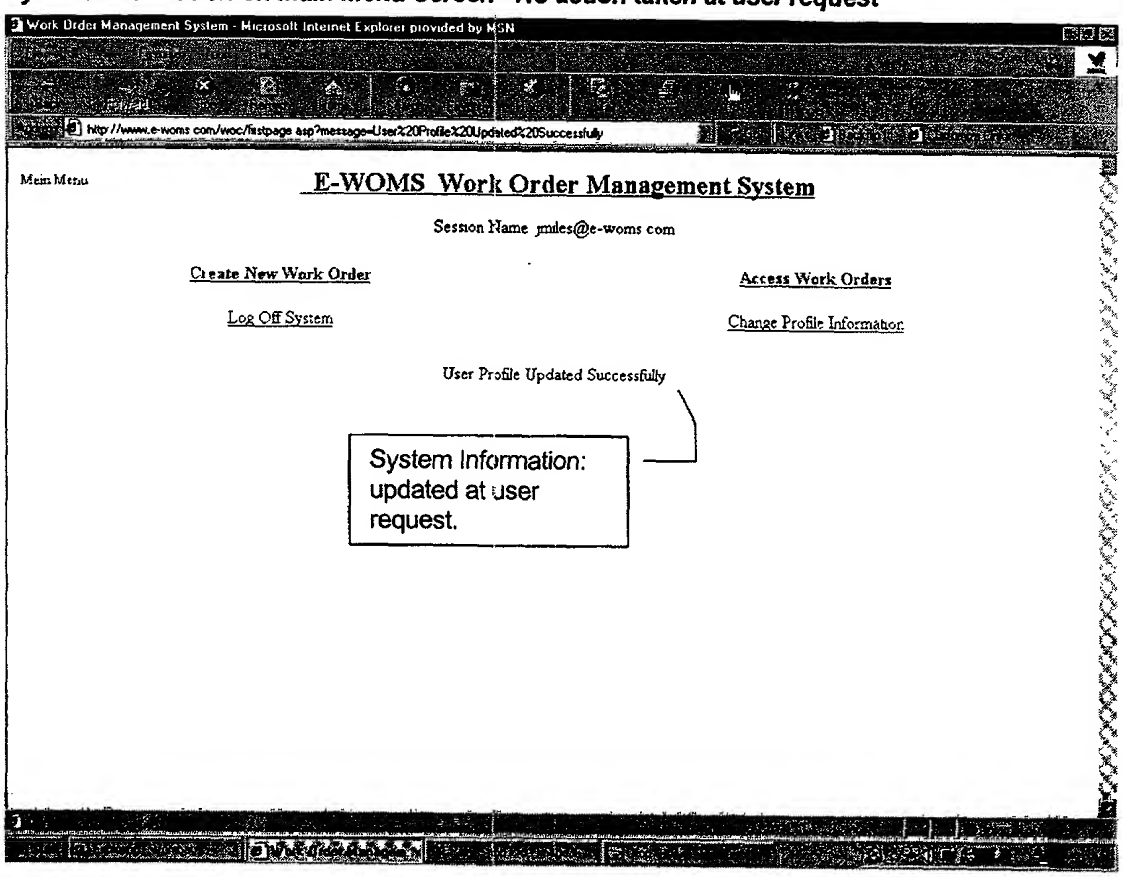


FIG. 8

Change Profile Information:

Change Profile Screen

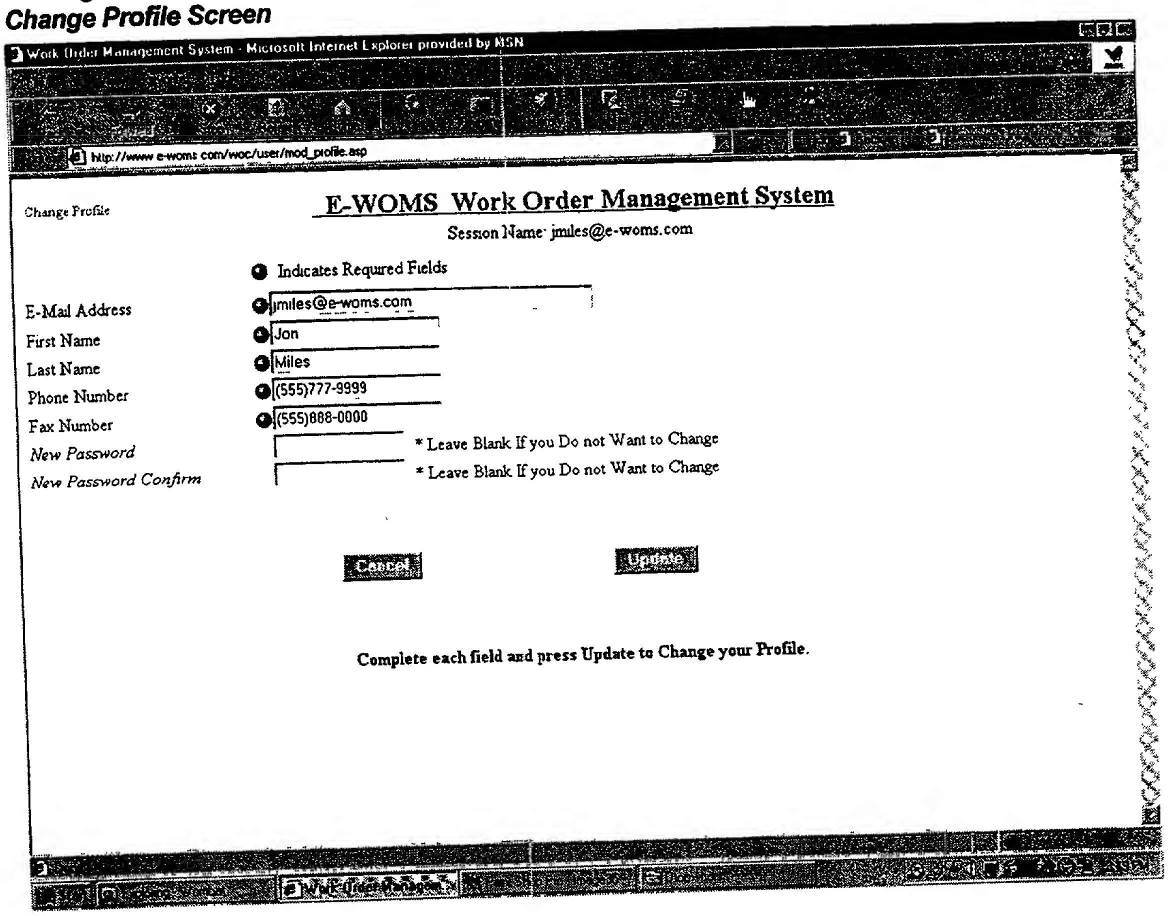


FIG. 6.

E-Mail Address:	This is the user's default e-mail address.
First Name:	Self-explanatory.
Last Name:	Self-explanatory.
Phone Number:	This is the user's phone number, in case they need to be contacted.
Fax Number:	This is the user's fax number.
New Password:	If the user is changing their password, the new password is entered here.
New Password Confirm:	If the user is changing their password, the new password is re-entered here to confirm the spelling.
Update Button:	Clicking the Update button will send the information to the system and update the user's record.
Cancel Button:	Clicking the Cancel Button will cancel the request, and return the user to the Main Menu Screen without updating the user information.

FIG. 7

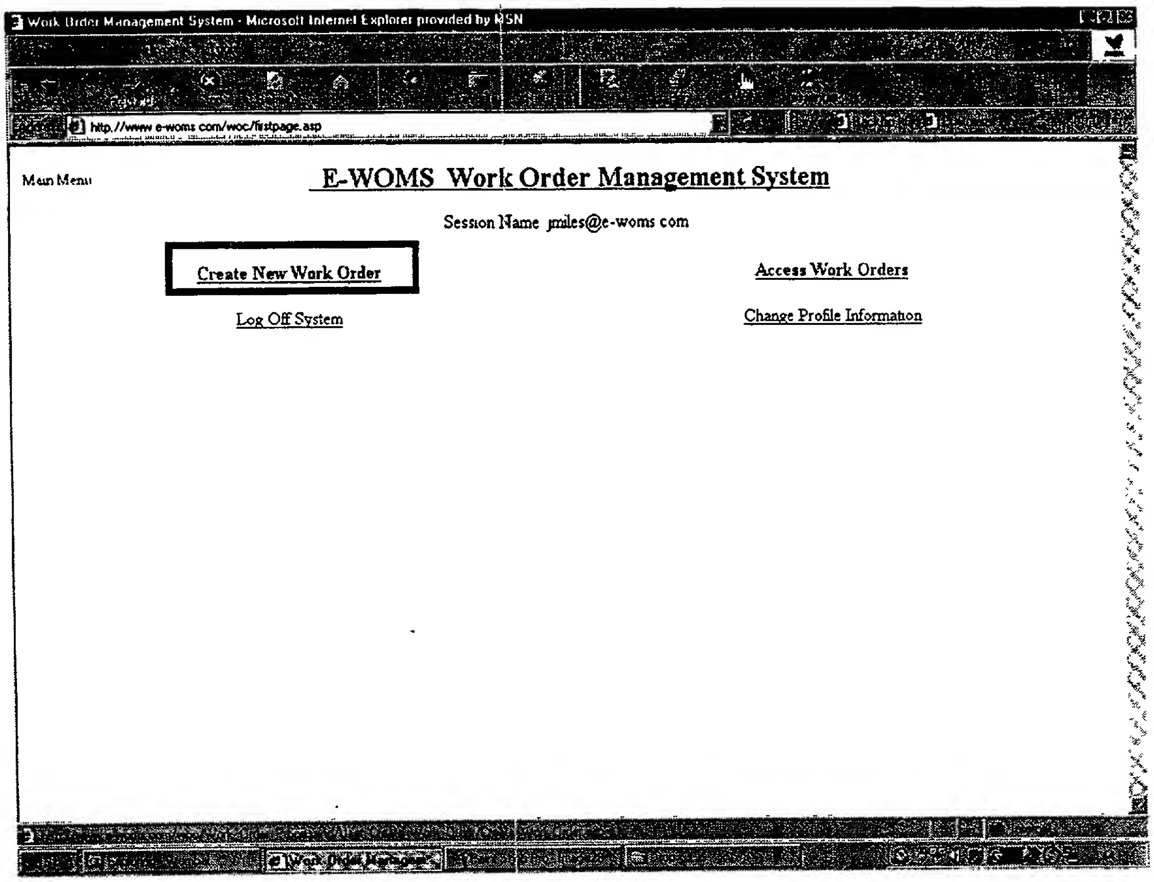


FIG. 9

Create New Work Order:
Create a Work Order Screen

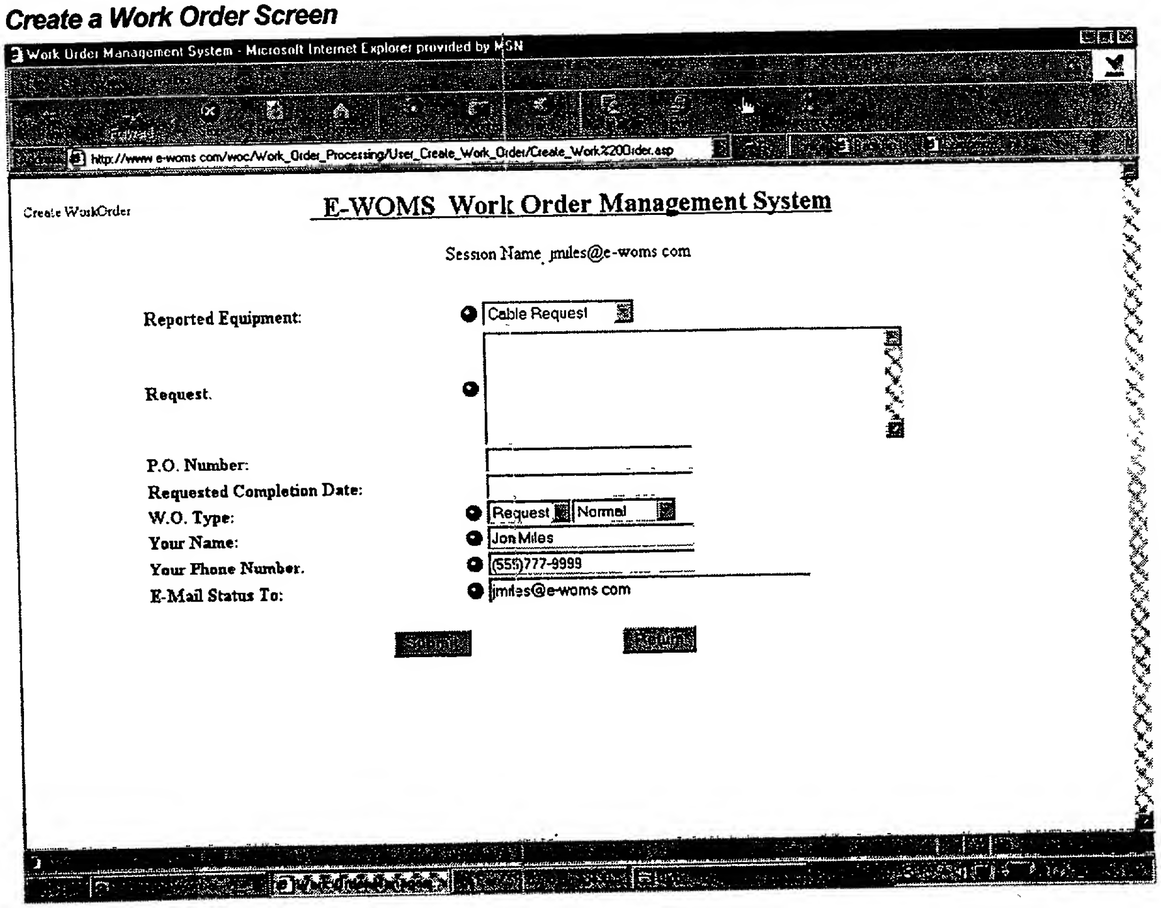


FIG. 10

Reported Equipment	This pull down list displays all the equipment that the Vendor has identified as available for having a work order created or submitted. Other equipment may be present, but if the Vendor has not identified it as a work order item, a work order may not be created or submitted for the equipment. If the customer needs to have other equipment added to the list, they will need to contact the Vendor.1
Request:	This is a text description of the work order request. It usually describes any problems or information that will assist in completing the work order.
P.O. Number:	This is the purchase order number from the customer. No work order submission can occur without a purchase order. The Customer should put their initials in this box if it is a verbal Purchase Order.
Requested Completion Date:	If there is a requested completion date for the work order, it is entered here.
W.O. Type:	This drop down list is used to indicate the type of work order being submitted. The options are "Request" and "Repair". The second field drop down list is used to indicate the nature of the work order. The options are "Normal" and "Emergency".
Your Name:	This is the name of the person submitting the work order request.
Your Phone Number:	This is the phone number of the person submitting the request. This is included in case additional information may be necessary.
E-Mail Status to:	This is the e-mail address of the person who should receive any change of status notifications. This is usually (but not always) the person who is submitting the work order.
Submit:	Clicking on the Submit button once the form is completed will complete the work order submission.
Return:	Clicking on the Return button will return the user to the Main Menu without submitting the work order request.

FIG. 11

Create New Work Order:

System Information on Main Menu - Screen Action not taken at user request

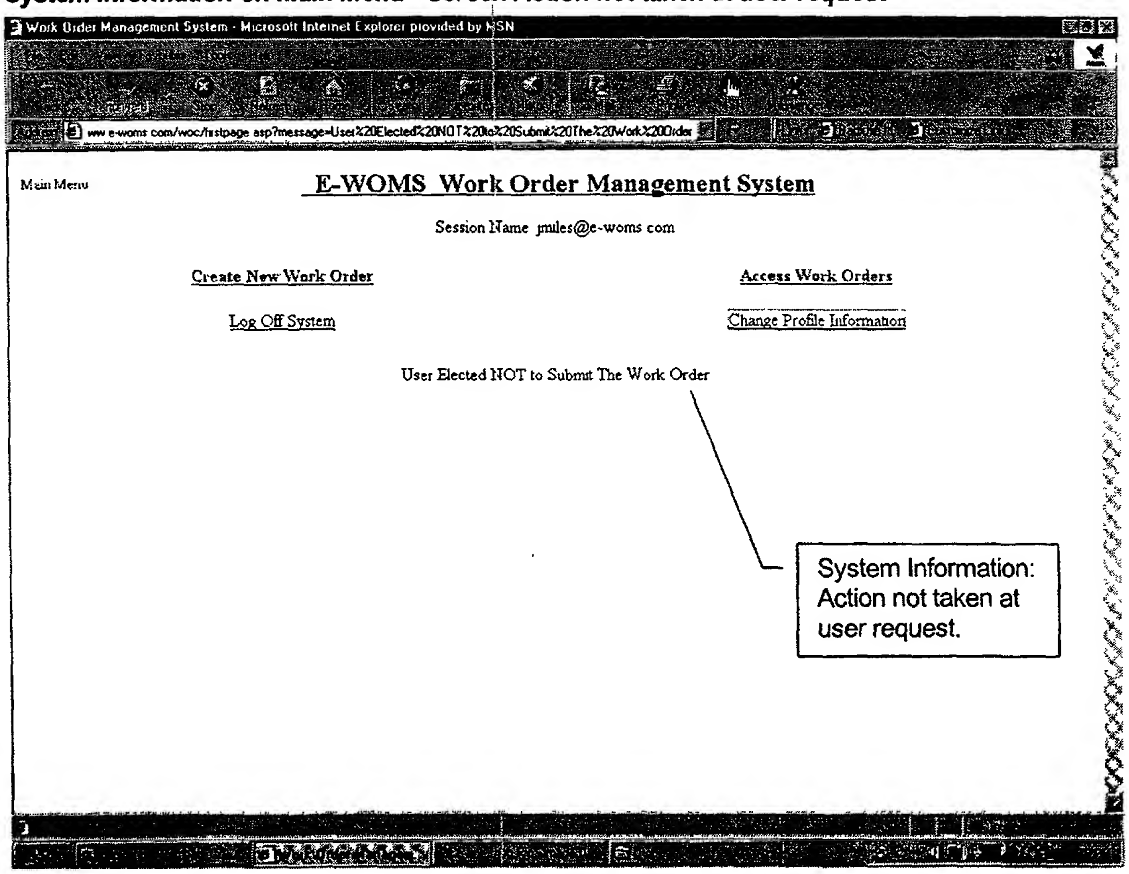


FIG. 12

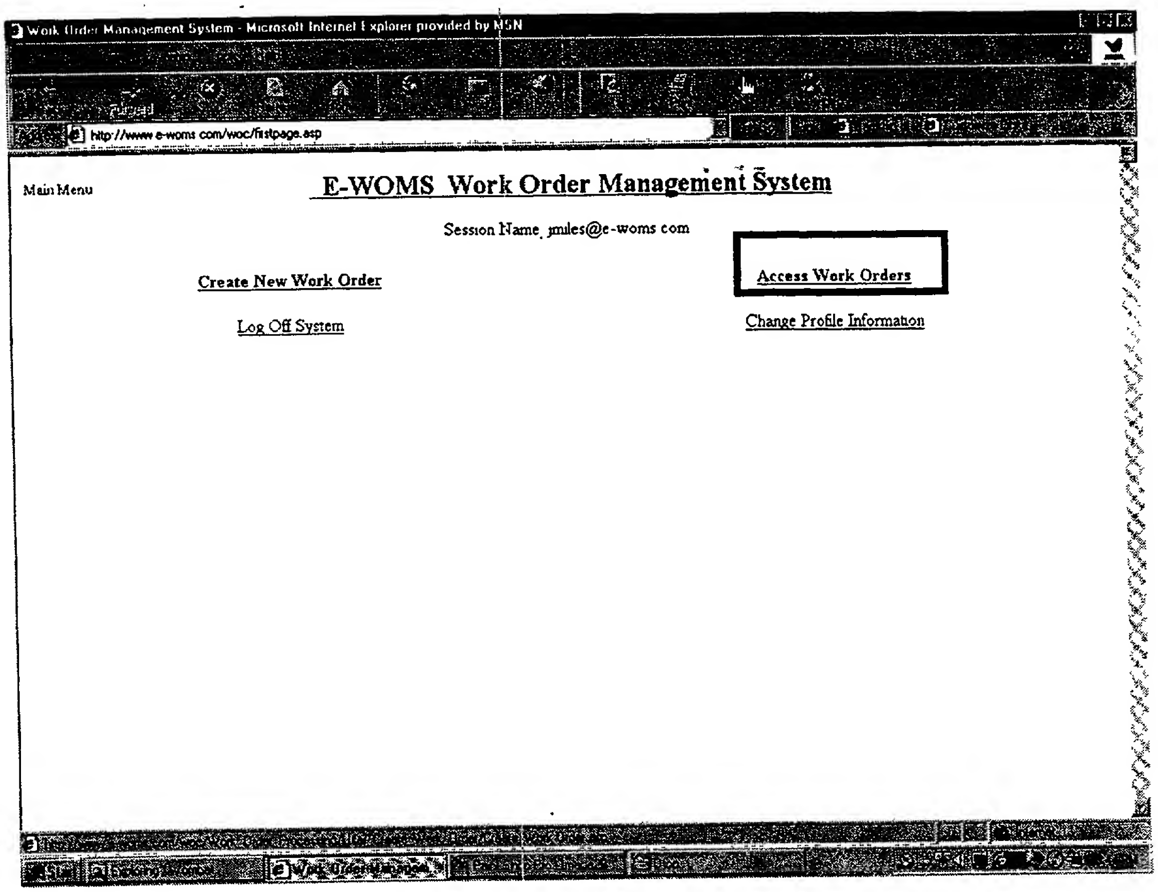


FIG. 13

Access Work Orders:
Access Work Order Screen - Open Work Orders Only

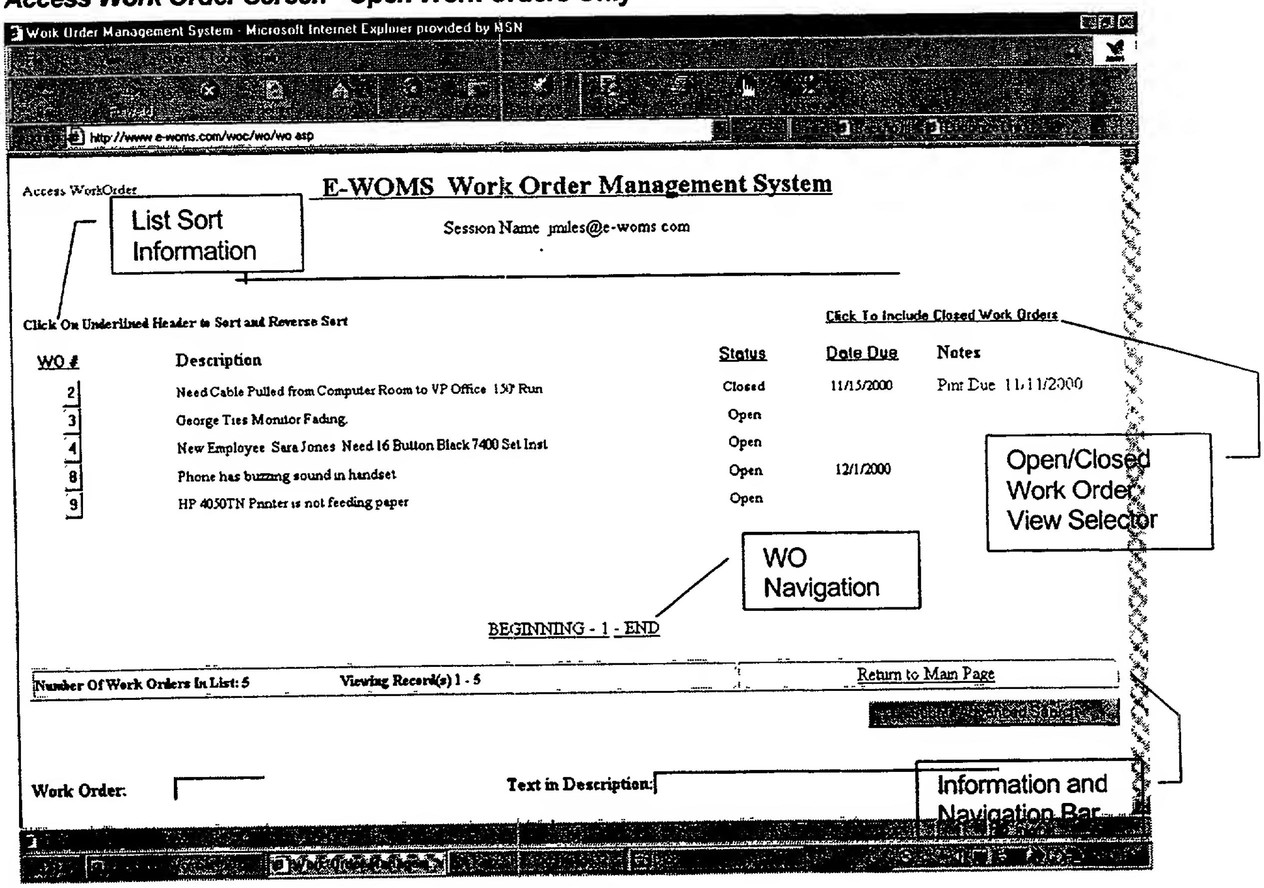


FIG. 14

List Sort Information:	This is an information line. As indicated, the table of work orders may be sorted in a number of ways. Any underlined column heading may be used to sort the table. If the table is sorted in ascending order, and the column heading is clicked again, the table will be resorted in descending order. The table can be sorted by work order number, status, and date due.
Open/Closed Work Order View Selector:	This selection will include only open work orders (as shown here), or may be clicked to show both open and closed work order (see next screen for an example of this.) This option could be hidden from the Customer if "Allow Access to History" is not checked in the customer account profile screen in the Vendor side.
WO #	This is the work order number assigned to the work order request displayed.
Description:	This is the description of the work order request that was entered when the work order was submitted.
Status:	This displays the status of the work order. On this screen, all open work orders are shown (see Note above).
Date Due:	This is the date when the work order is due for completion.
Notes:	This column indicates if the work order is paid. **NOTE**: If the user has permission to see past due notices, they will appear here. (See Note above)
WO Navigation:	The WO Navigation indicates how many pages of work orders are available for display, which work orders you are viewing, and allows the user to change which page is to be viewed. The user may select a page for viewing by number, or go to either the beginning or the end of the list.
Information and Navigation Bar:	The left side of the Information and Navigation Bar indicates how many items are in the list of work orders, and how many are being currently viewed on-screen. The right side of the bar contains the link that will take the user back to the Main Menu Screen.

FIG. 15

Access Work Orders:

Access Work Order Screen - Open and Closed Work Orders

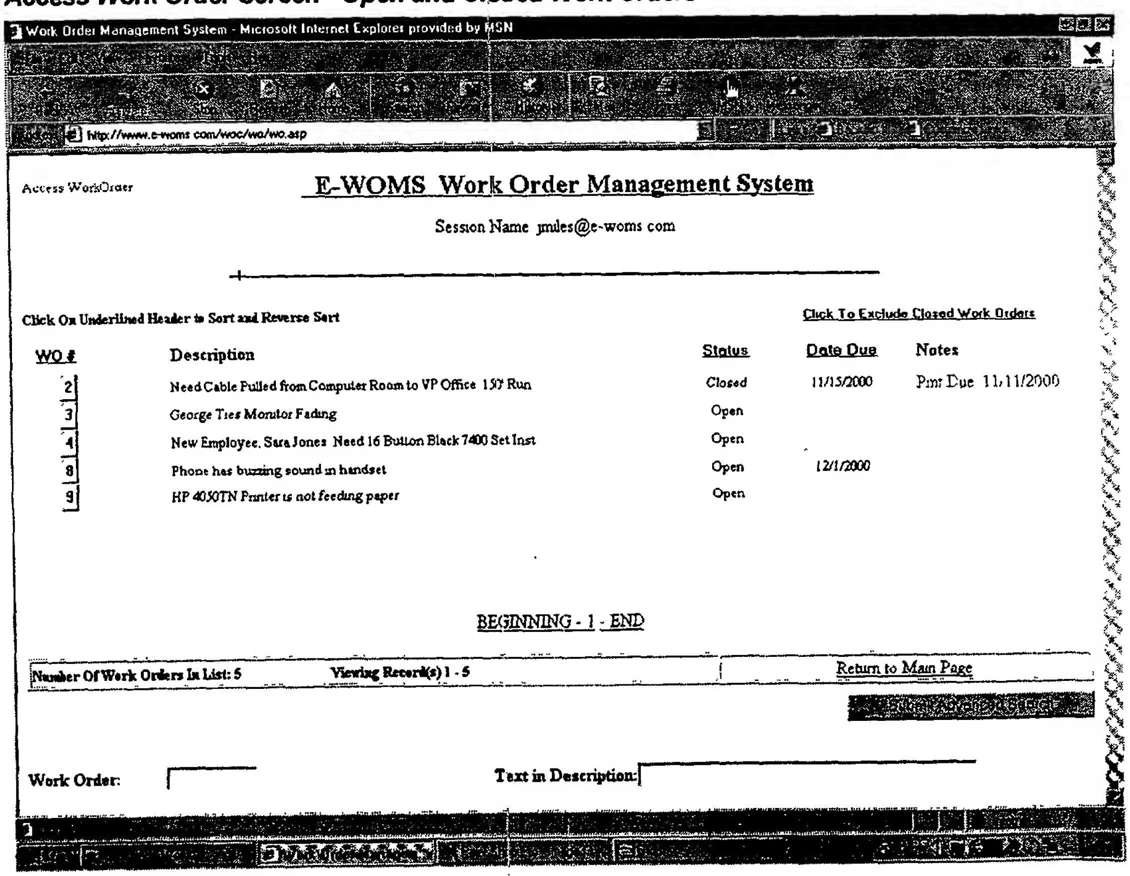


FIG 16

Access Work Orders:
Work Order Details Screen

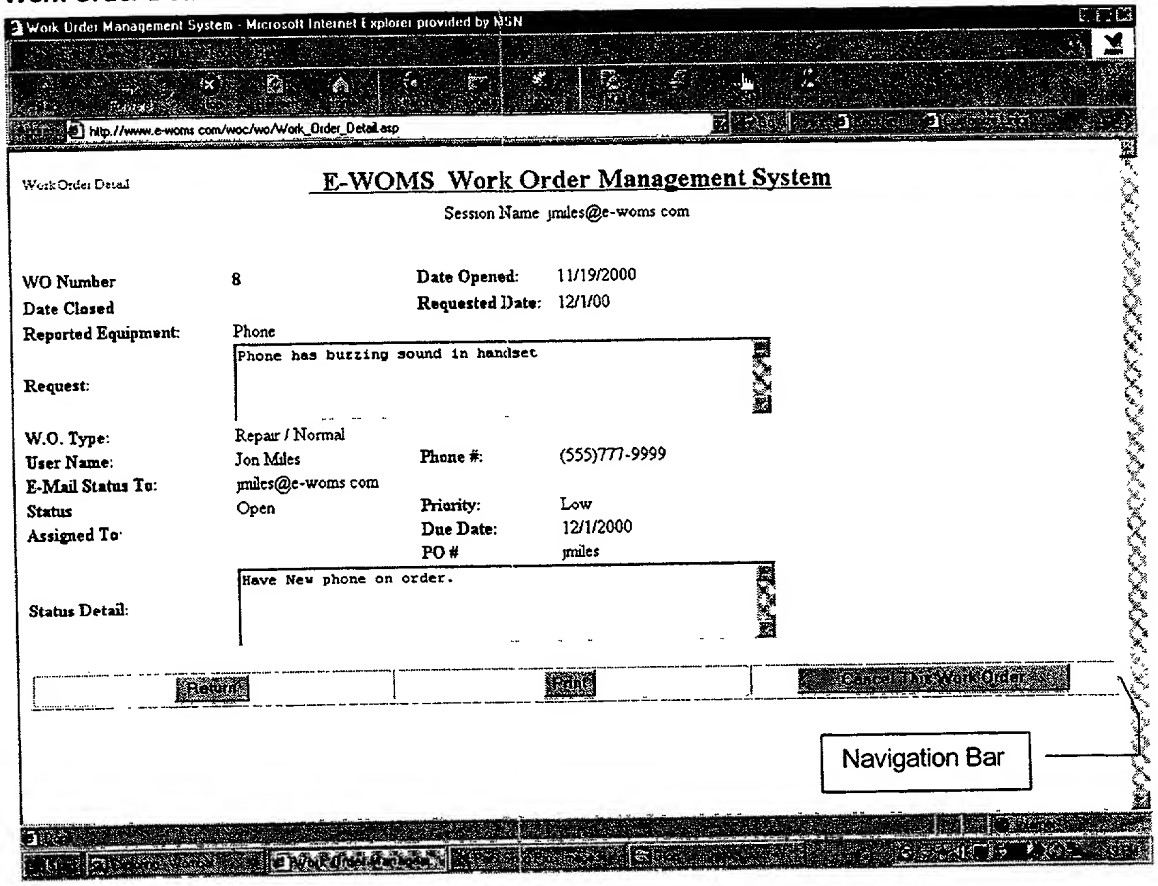


FIG. 17

Assigned To:	This indicates who has been assigned responsibility for this work order. This data is entered by the Vendor when the work order is received.
Status Detail:	Any notes or other information added by the Vendor is displayed here.
Navigation Bar:	The options offered in the Navigation Bar are to Return to the previous screen, Print the screen, or to Cancel the Work Order and return to the previous screen.
Cancel	The Cancel button returns the Customer to the Main Work Order Screen with not further activity on this screen. The Cancel button may not be visible if the "Allow User to Cancel Work Order" permission is not set on the Vendor side.

FIG. 18

Login Screen

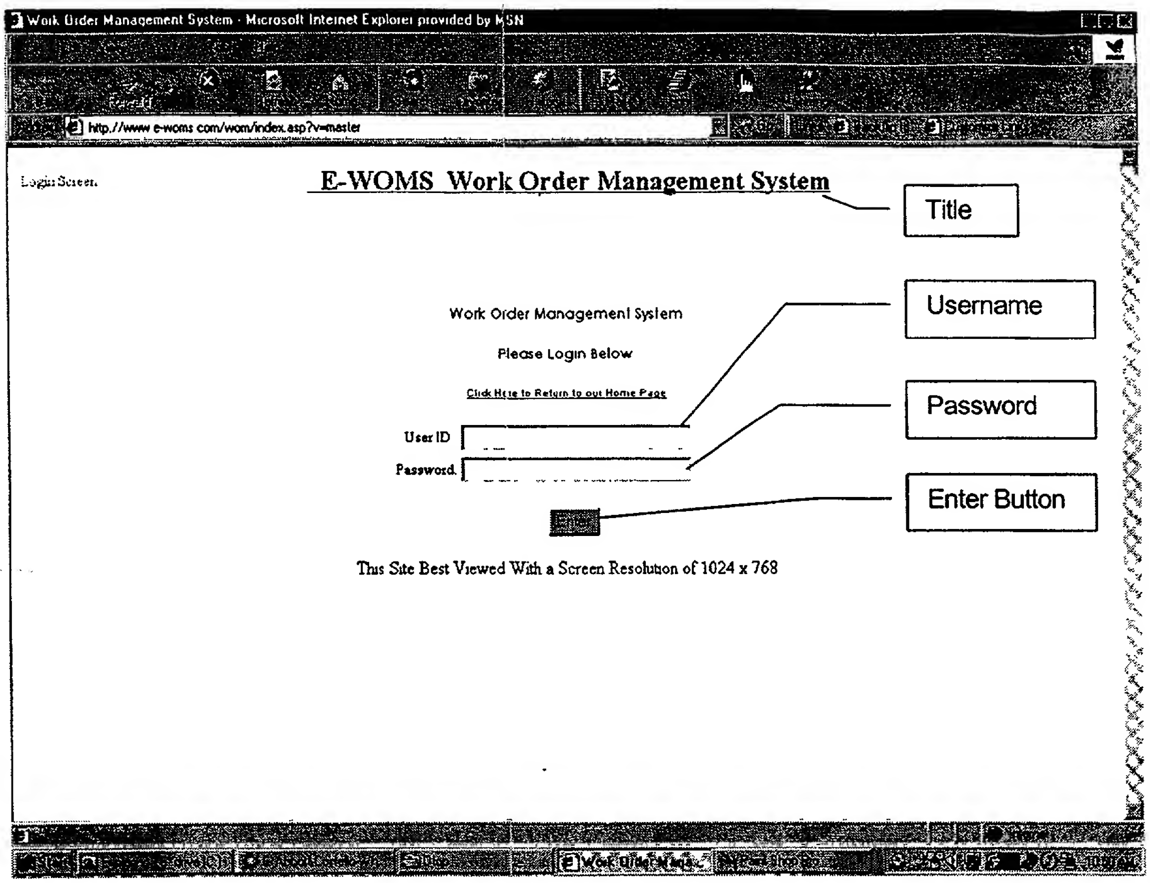


FIG. 19

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Corporate Information screen.
Username:	The username is the login name assigned to the Vendor. A Vendor must have a valid username to log into the Work Order Management System.
Password:	This is where the password for the Vendor account is entered. A Vendor must have a valid password to log into the Work Order Management System.
Enter Button:	The Enter Button is clicked using the mouse to submit the entered Username and Password combination to the system for recognition and authentication for access. If the username and password authenticates, the customer will be logged into the Vendor's Work Order Management System. If the password and username do not agree, or the username is not recognized, the user will be returned to the Login Screen with all fields cleared.

FIG. 20

Main Menu Screen

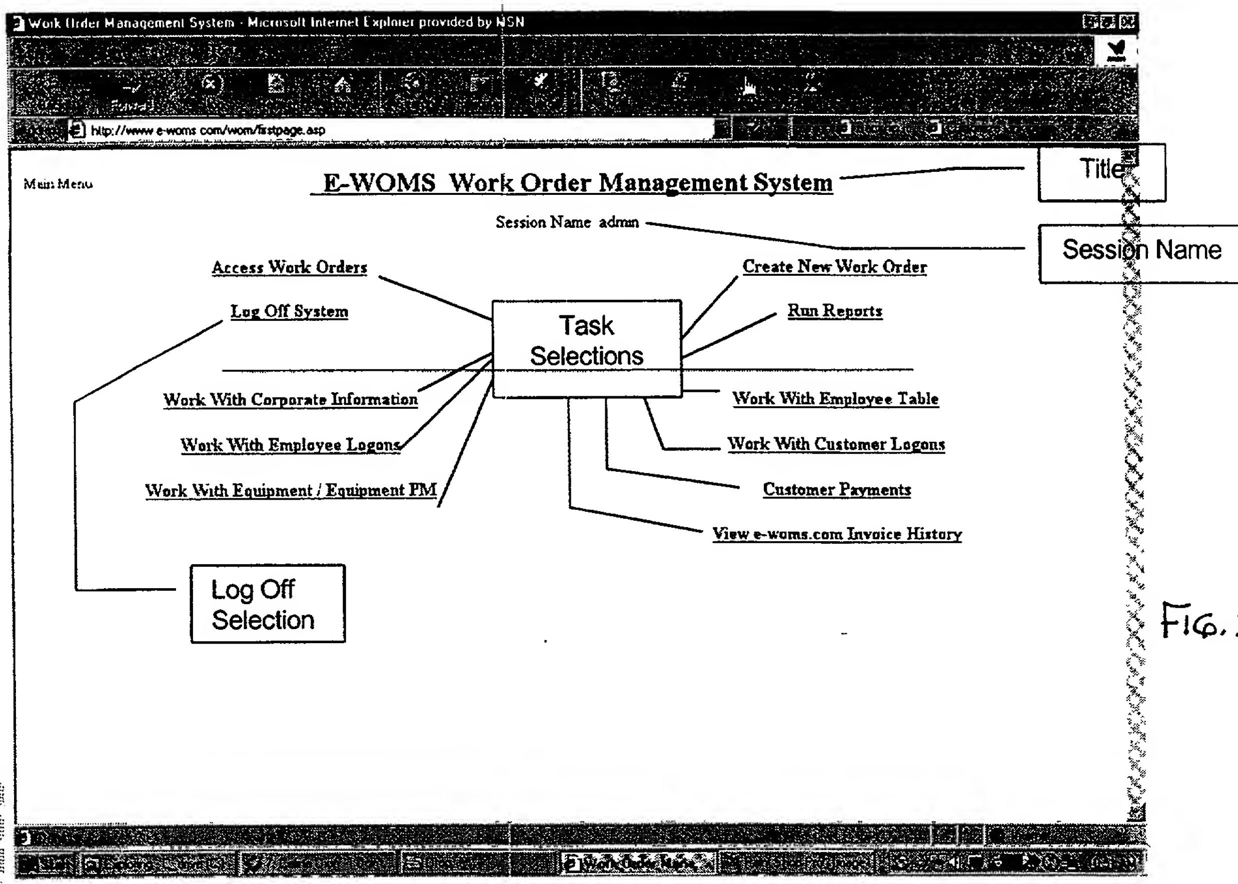


FIG. 21

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Create New Work Order	This link allows the Vendor to create a work order on behalf of a customer.
Work with Customer Logons	This link allows the Vendor to create customer accounts.
Work with Equipment / Equipment PMs	This link allows the Vendor to identify what equipment is available, and what equipment the customer will be able to select from the drop-down menus. It also allows the Vendor to schedule preventive maintenance on a regular schedule, even if the equipment cannot be selected by the customers.
Work with Employee Table	This link allows the Vendor to identify Vendor employees.
Access Work Orders	This link allows the Vendor to see all submitted work orders, and to modify and update them.
Work with Employee Logons	This link allows the Vendor to create and modify Vendor Employee accounts.
Customer Payments	This link displays a history of Customer payments.
Work with Corporate Information	This link allows the Vendor to modify information about the Vendor. This is information that is displayed on the Vendor site as well as when the customers log on to the Customer site.
Run Reports	This link allows the Vendor to run reports from a report menu.
View WOMBAT, Inc Invoice History	This link displays the WOMBAT, Inc. invoice history for the Vendor.
Log Off Selection	This link will log the user off the system and take them back to the login screen.

FIG. 22

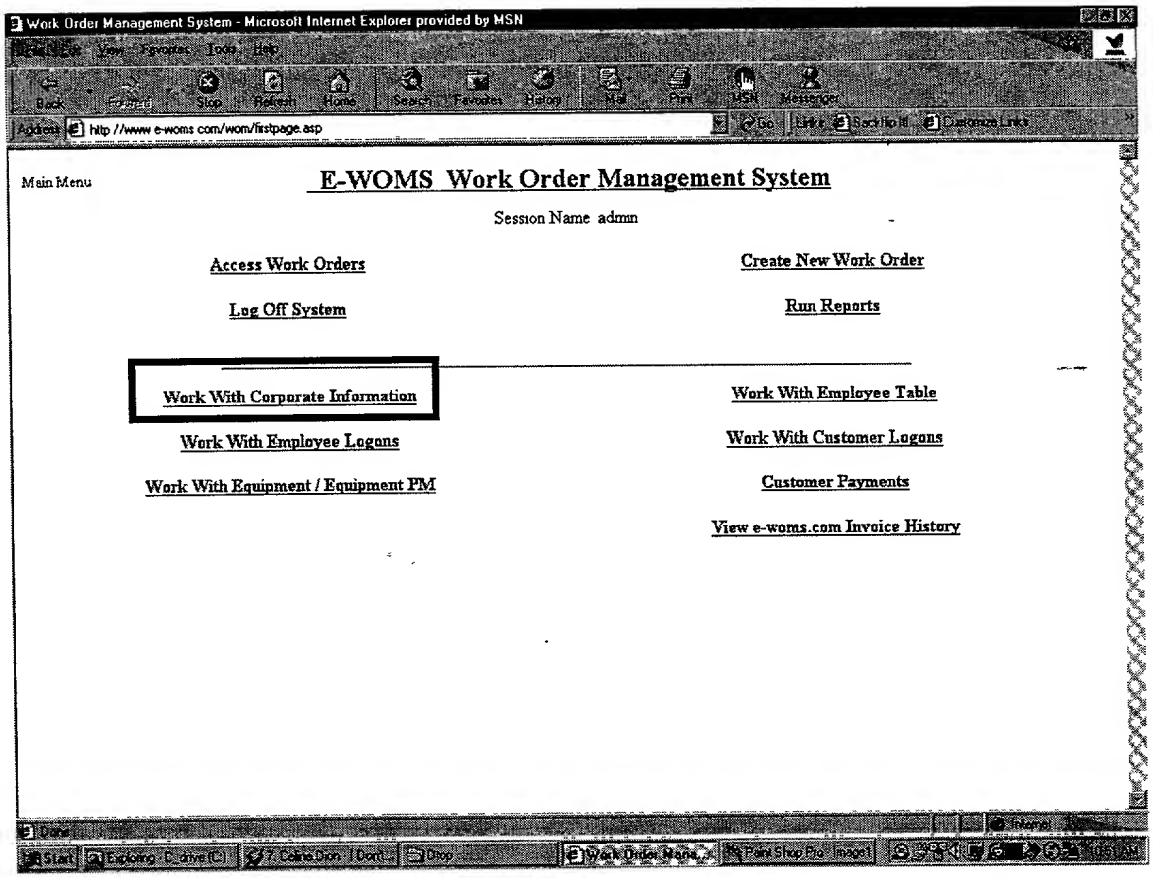

Work Order Management System - Microsoft Internet Explorer provided by MSN
http //www e-woms com/wom/firstpage.asp
Main Menu
E-WOMS Work Order Management System
Session Name admn
Access Work Orders
Create New Work Order
Log Off System
Run Reports
Work With Corporate Information
Work With Employee Table
Work With Employee Logons
Work With Customer Logons
Work With Equipment / Equipment PM
Customer Payments
View e-woms.com Invoice History

FIG. 23

Work With Corporate Information:
Corporate Information Screen

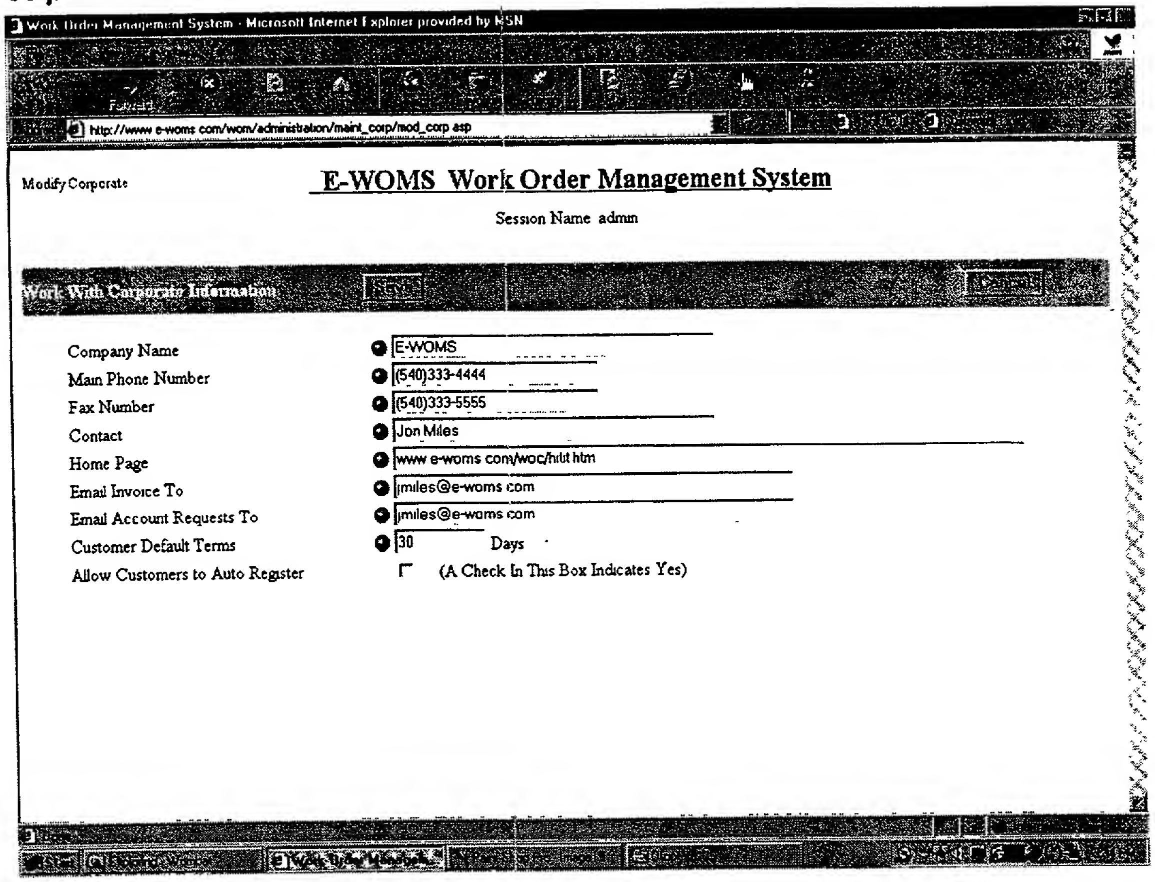


FIG. 24

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, on this screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Save	The Save button submits the modified Corporate Information to the System.
Cancel	The Cancel button returns the Vendor to the Main Menu with no further activity on this screen.
Company Name	This is the Company Name that appears at the top of each screen in the Title. It is entered by the Vendor.
Main Phone Number	This is the main telephone number of the Vendor.
Fax Number	This is the main fax number of the Vendor.
Contact	This is the primary contact at the Vendor.
Home Page	If the Vendor has a home page on the web, the URL is entered here.
Email Invoice To	E-mail address of the person who will receive the e-mail invoices from *WOMBAT, Inc.*
Customer Default Terms	If the Vendor has default terms for Customer payments, those terms are entered here.
Allow Customers to Auto Register	NOT IMPLEMENTED AT THIS TIME. THIS ENTRY MAY NOT APPEAR ON THE SCREEN.

FIG. 25

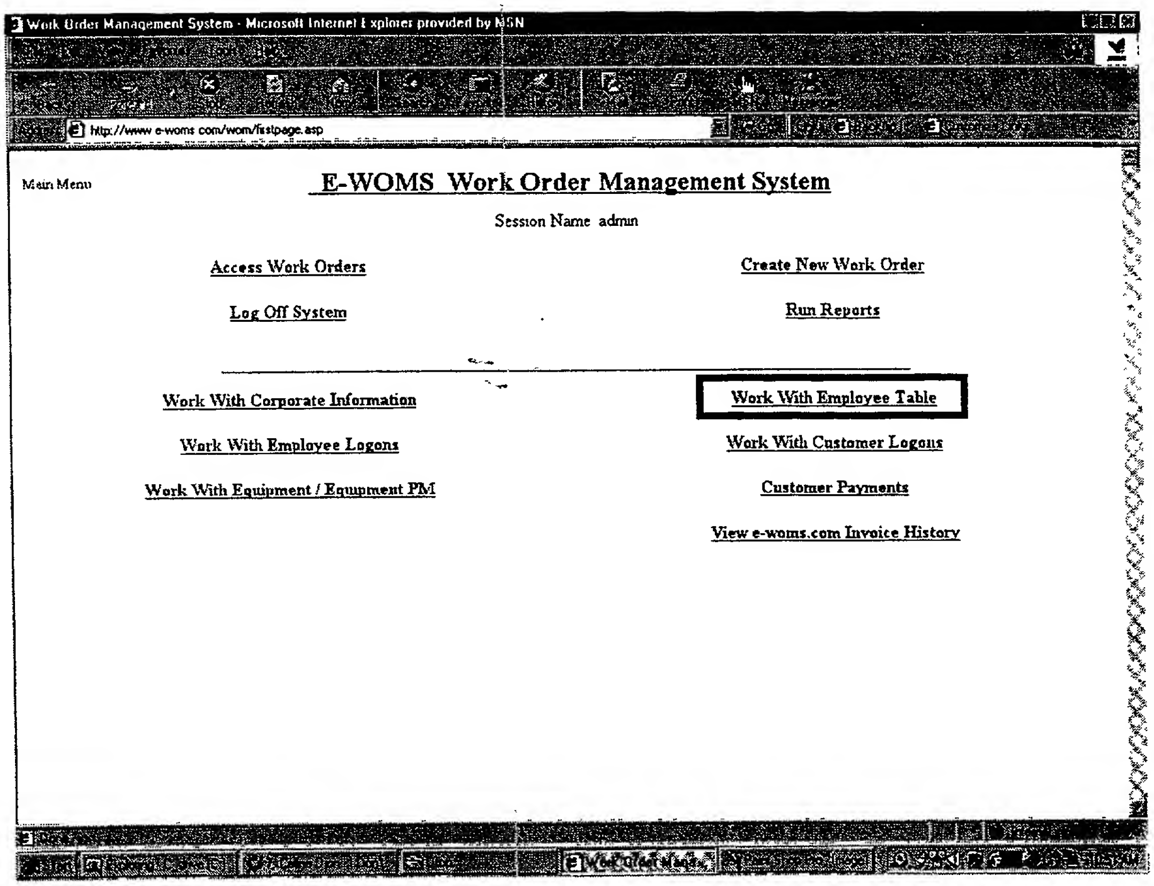

Work Order Management System - Microsoft Internet Explorer provided by MSN
http://www.e-woms.com/wom/firstpage.asp
Main Menu
E-WOMS Work Order Management System
Session Name admin
Access Work Orders
Create New Work Order
Log Off System
Run Reports
Work With Corporate Information
Work With Employee Table
Work With Employee Logons
Work With Customer Logons
Work With Equipment / Equipment PM
Customer Payments
View e-woms.com Invoice History

FIG. 26

Work With Employee Table:
Employee Screen

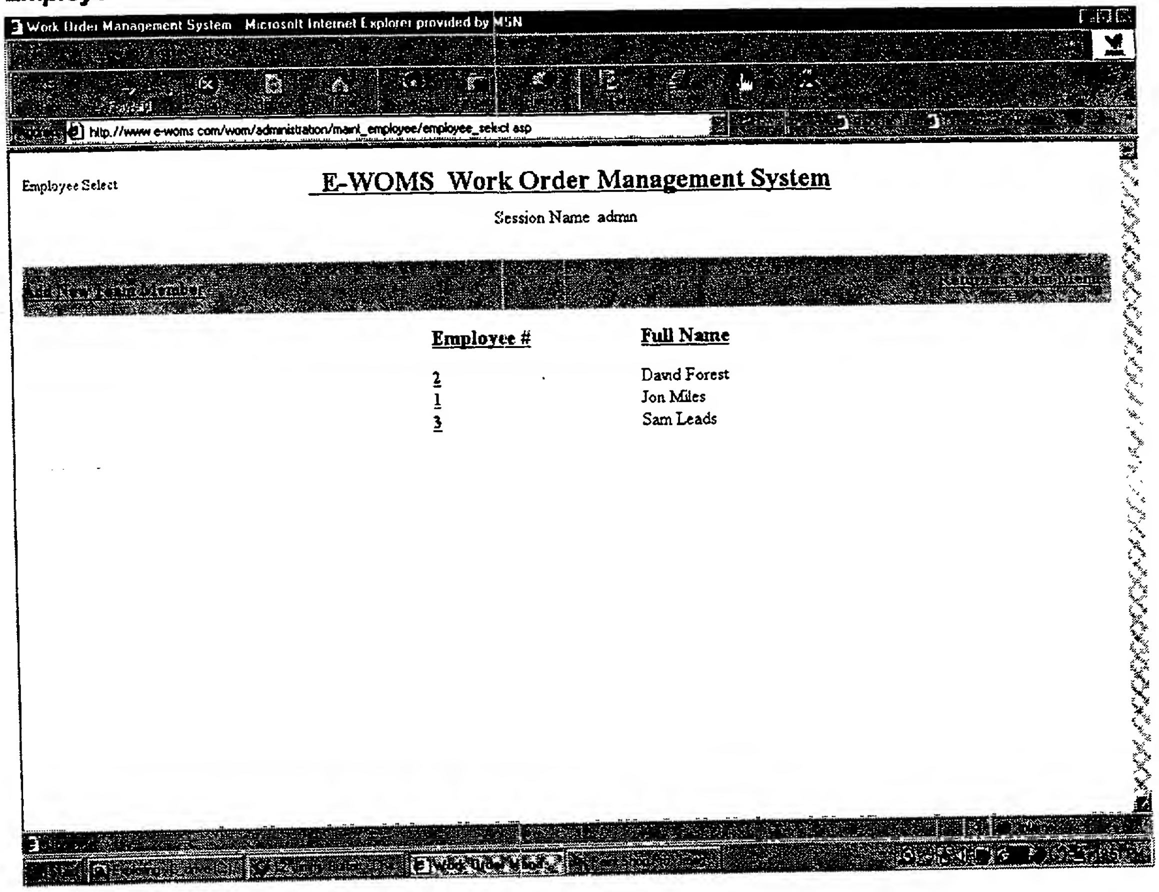


FIG. 27

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Add New Team Member	This link take the Vendor to the Add New Team Member Screen, where new employees can be added to the database.
Return to Main Menu	This selection will take the Vendor back to the Main Menu, with no further action on this screen.
Employee #	Employee number assigned when the Vendor entered the employee into the system. Clicking on an Employee number will take the Vendor to the Modify Employee Screen.
Full Name	Employee's full name.

FIG. 28

Work With Employee Table:
Add New Team Member Screen

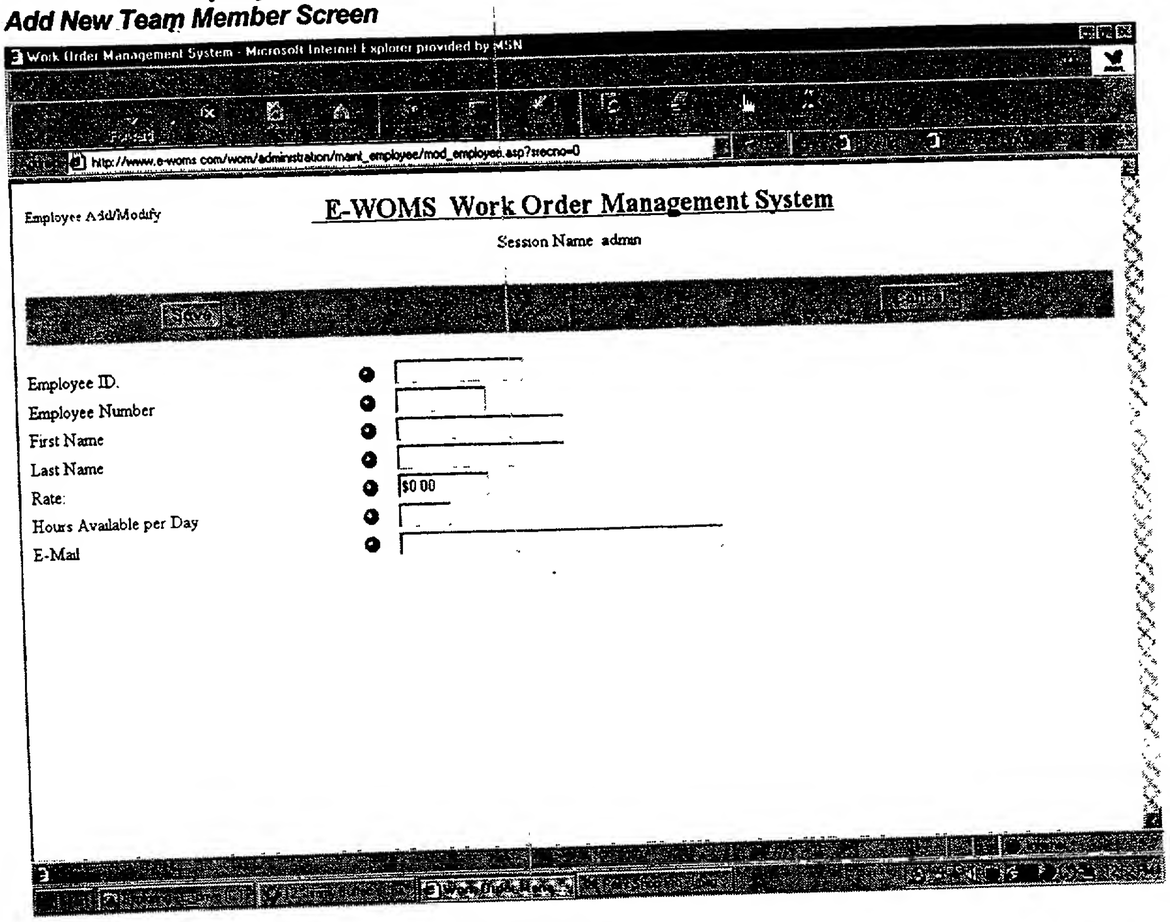


FIG 29

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Save	The Save button submits the new employee information to be entered into the database.
Cancel	The Cancel button returns the Vendor to the Employee Screen without submitting the information to the database, and with no further action taken on this screen.
Employee ID	Vendor assigned identification. This can be a name, number or combination. It should be some easily recognizable way to identify a specific employee – the employee's initials, a nickname, or given name is a good choice. This Employee ID will be used in reports, the work order and the allocation of resources. **NOTE: This information cannot be changed once it has been entered.**
Employee Number	This is the Vendor assigned employee number.
First Name	First name of the employee..
Last Name	Last name of the employee
Rate	Pay rate for the employee (hourly rate).
Hours Available Per Day	How many hours per day the employee is available for work. (Normally 8, but part-time employees will be less.)
E-Mail	E-mail address of the employee.

FIG. 30

Work With Employee Table:

Modify Employee Screen

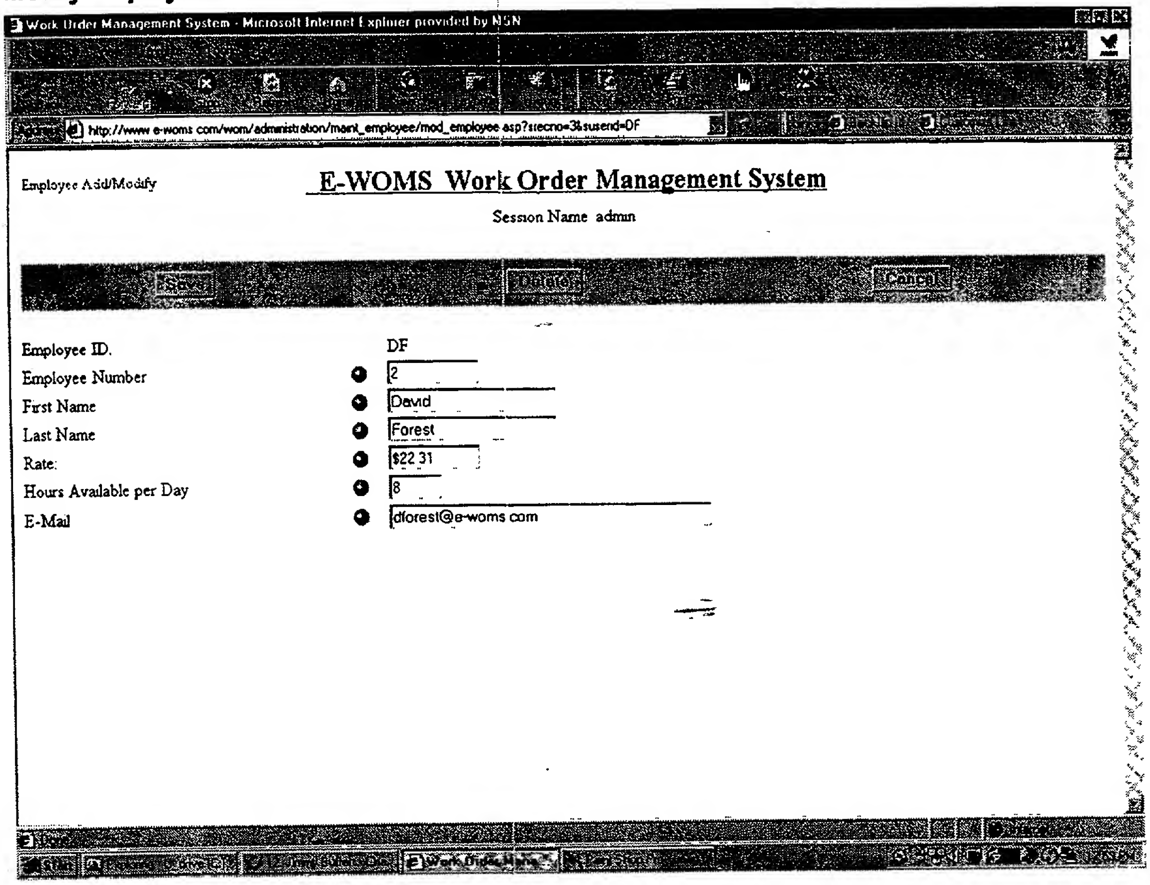


FIG. 31

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Save	The Save button submits the modified employee information to be entered into the database.
Cancel	The Cancel button returns the Vendor to the Employee Screen without submitting the information to the database, and with no further action taken on this screen.
Employee ID	Vendor assigned identification. This is a name, number or combination. It should be some easily recognizable way to identify a specific employee – a nickname, or given name is a good choice. **This information cannot be changed once it has been entered. It cannot be changed on this screen.**
Employee Number	This is the Vendor assigned employee number.
First Name	First name of the employee..
Last Name	Last name of the employee
Rate	Pay rate for the employee (hourly rate).
Hours Available Per Day	How many hours per day the employee is available for work. (Normally 8, but part-time employees will be less.)
E-Mail	E-mail address of the employee.

FIG. 32

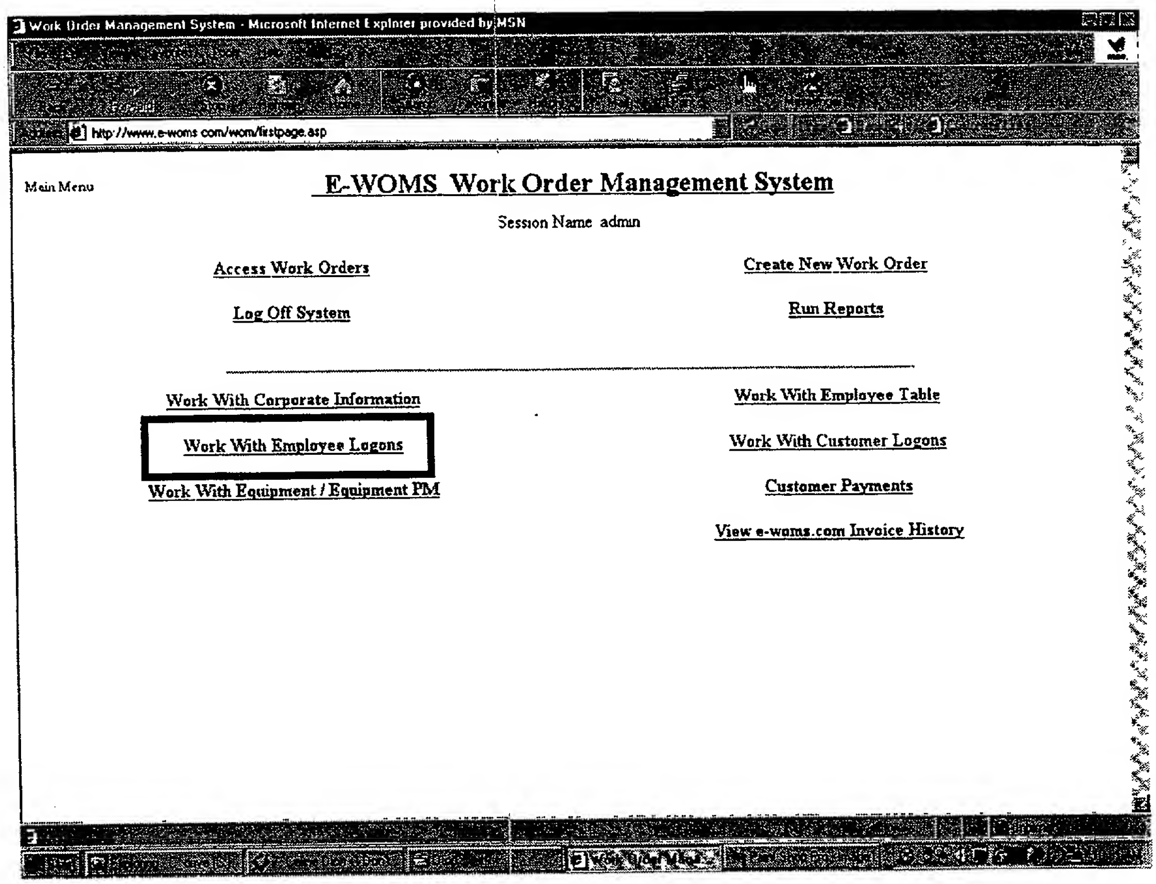

Work Order Management System - Microsoft Internet Explorer provided by MSN
http://www.e-woms.com/wom/firstpage.asp
Main Menu
E-WOMS Work Order Management System
Session Name admin
Access Work Orders
Create New Work Order
Log Off System
Run Reports
Work With Corporate Information
Work With Employee Table
Work With Employee Logons
Work With Customer Logons
Work With Equipment / Equipment PM
Customer Payments
View e-woms.com Invoice History

FIG. 33

Work With Employee Logons:
Employee Screen

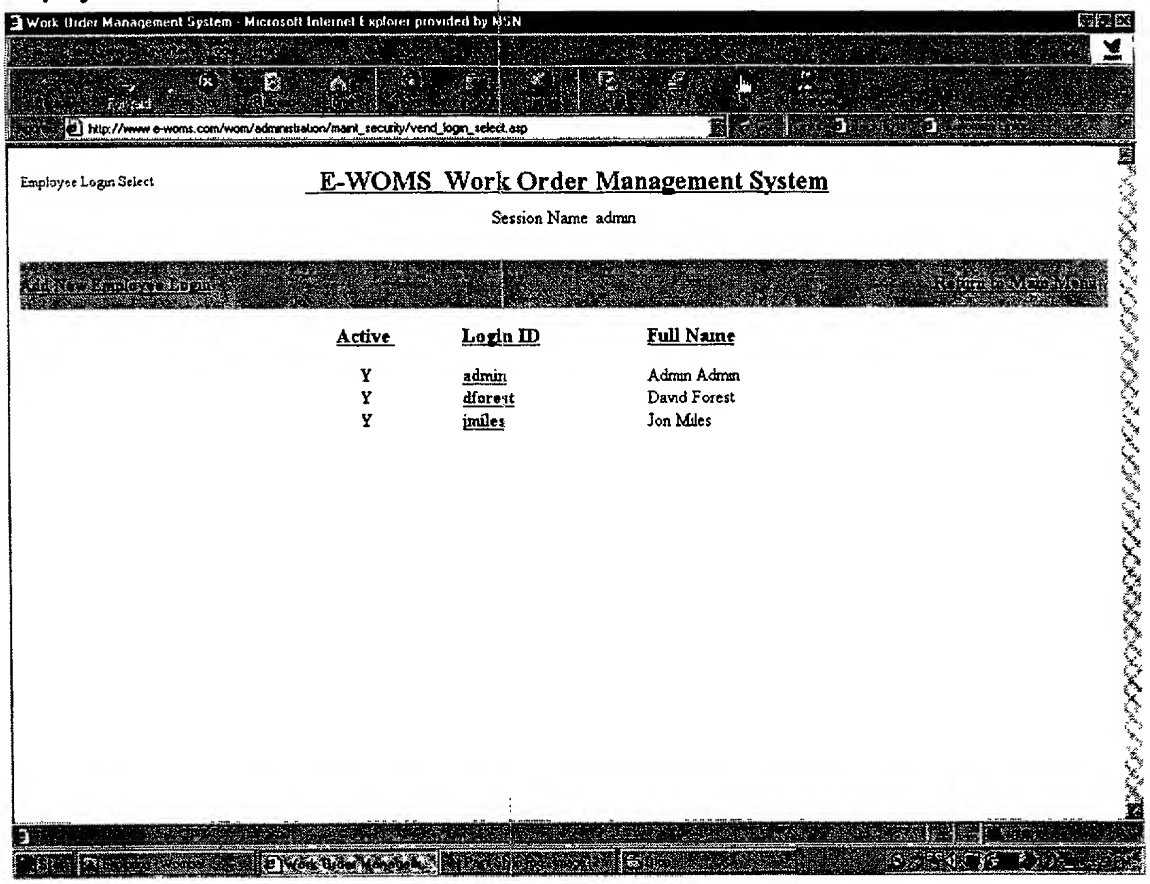


FIG. 34

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Add New Employee Login	This link takes the Vendor to the Add New Employee Screen.
Return to Main Menu	This link returns the Vendor to the Main Menu with no further activity on this screen
Active	A "Y" indicates that the employee is active, and has permission to logon to the system
Login ID	This is the employee's login ID. It is assigned by the Vendor.
Full Name	This is the Employee's full name

FIG. 35

Work With Employee Logons:

Add New Employee Screen

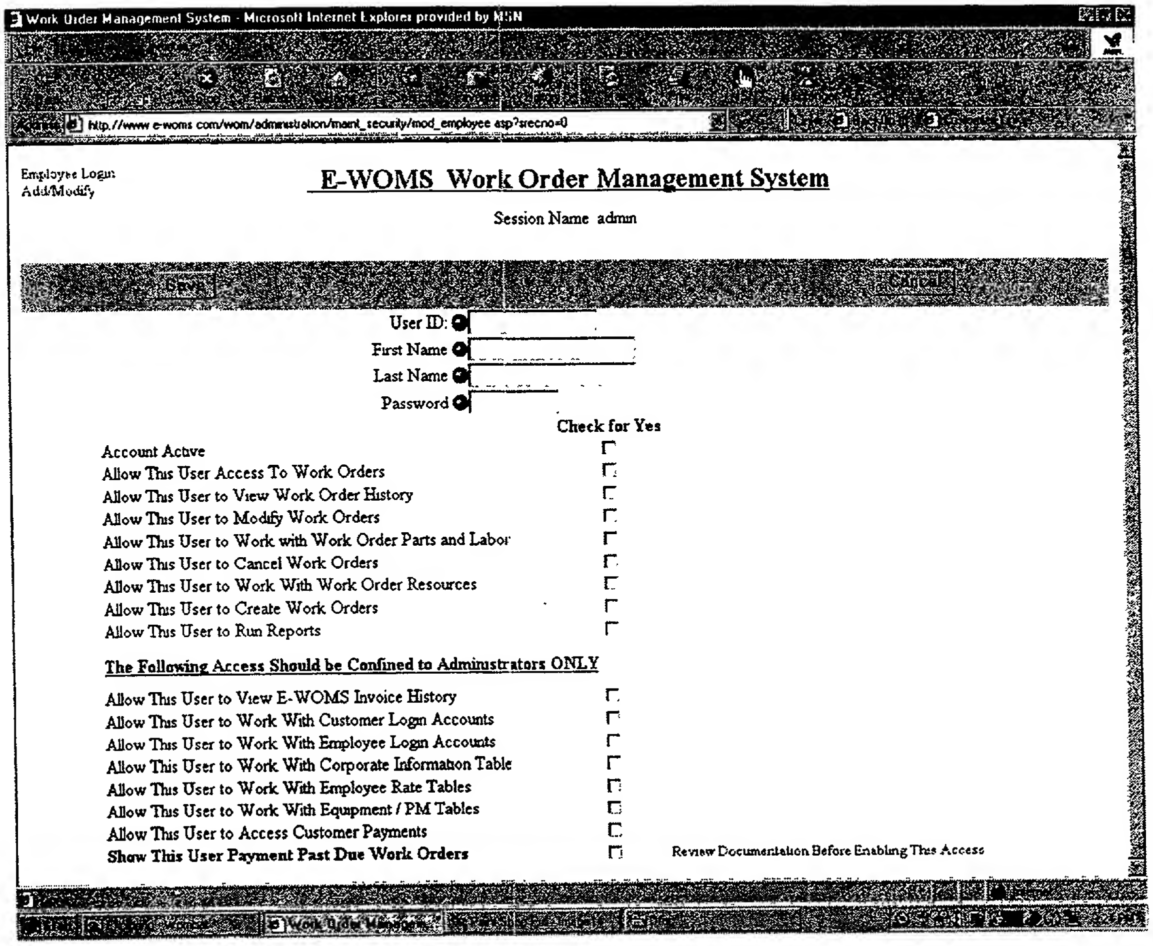


Fig. 36

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Save	The Save button submits the new employee information to the system, and creates the employee logon.
Cancel	The Cancel button returns the Vendor to the Employee Screen, with no further action on this screen.
User ID	Vendor assigned user ID.
First Name	Employee's first name.
Last Name	Employee's last name
Password	Employee's password for this user ID

Fig. 37

NOTE: A check in the box to the right of each permission grants that permission to the employee.

Account Active	The account is active and the employee can log on.
Allow This User To View E-WOMS Invoice History	Allows the user to see the E-WOMS invoice history.
Allow This User To Work With Customer Login Accounts	Allows the user to see, create and modify Customer account logons.
Allow This User To Work With Employee Login Accounts	Allows the user to see, create and modify Employee account logons.
Allow This User To Work With Corporate Information Table	Allows the user to see. create and modify the Corporate Information Table.
Allow This User To Work With Equipment PM Tables	Allows the user to see, create and modify information in the Equipment PM Tables.
Allow This User To Access Customer Payments	Allows the user to view the Customer Payment Screen.
Allow This User Access to Work Orders	Allows this user to view work orders in the system.
Allow This User To View Work Order History	Allows the user to view the work order history.
Allow This User To Work With Work Order Parts and Labor	This permission allows the user to modify the work order to add record of the time and materials on used for the work order.
Allow This User To Modify Work Orders	Allows the user to modify work order information in the system.
Allow This User To Cancel Work Orders	Allows the user to cancel work orders that have submitted.
Allow This User To Create Work Orders	Allows the user to create work orders on behalf of a Customer.
Show This User Payment Due Work Orders	Allows the user to view the Payment Due information. **NOTE: If the vendor is going to use this option with a Customer, it should be set during the user setup. Adding this option at a later date may result in indicating that ALL work orders are past due.** **In addition, for this feature to work, the Vendor must record payment against the work orders on the "Customer Payments Payment Detail Screen". Unless this is done, there is no tracking of payments and the system will regard work orders older than the billing period as overdue.**

FIG. 37 (continued)

Work With Employee Logons:
Modify Employee Screen

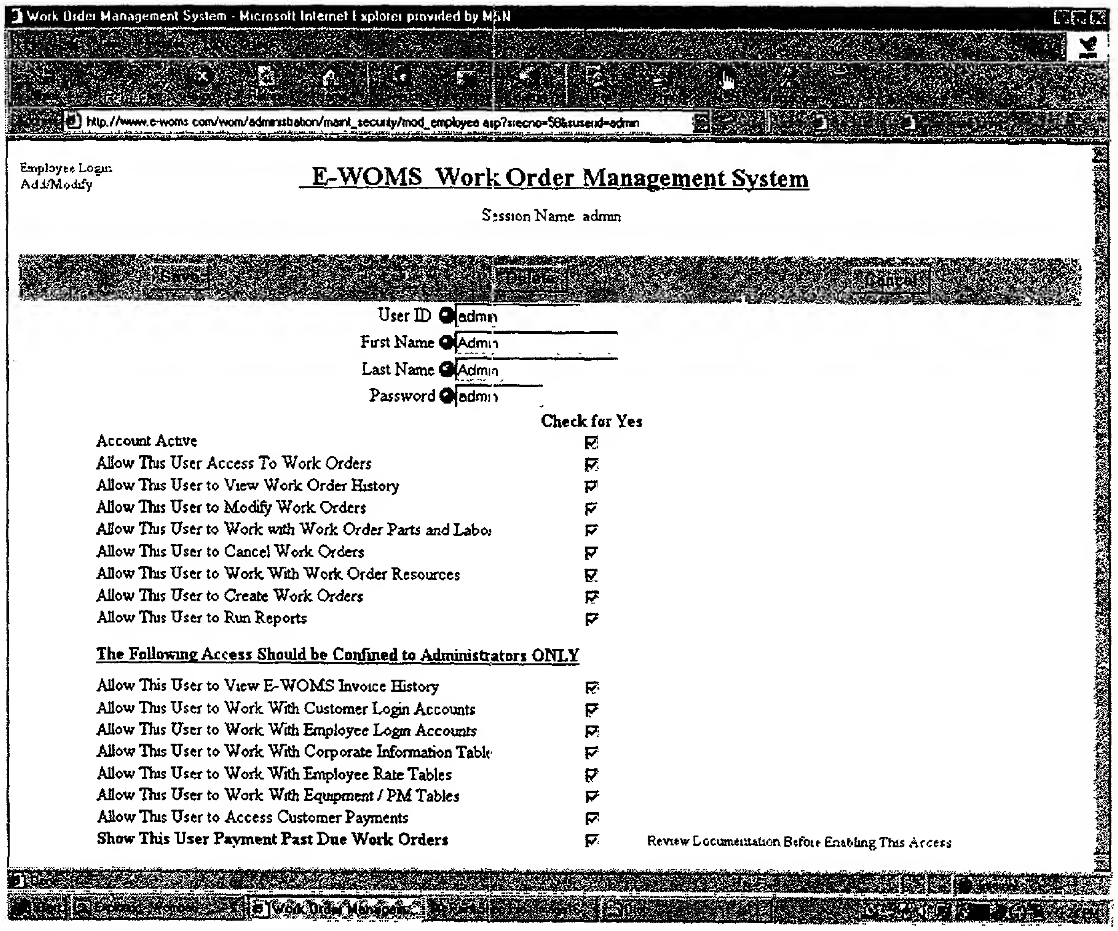


FIG. 38

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Save	The Save button submits the modified employee information to the system, and creates the employee logon.
Delete	The Delete button deletes the employee logon from the system, and revokes the employee's access
Cancel	The Cancel button returns the Vendor to the Employee Screen, with no further action on this screen.
User ID	Vendor assigned user ID.
First Name	Employee's first name.
Last Name	Employee's last name

FIG. 39

Account Active	The account is active and the employee can log on.
Allow This User To View E-WOMS Invoice History	Allows the user to see the E-WOMS invoice history.
Allow This User To Work With Customer Login Accounts	Allows the user to see, create and modify Customer account logons.
Allow This User To Work With Employee Login Accounts	Allows the user to see, create and modify Employee account logons.
Allow This User To Work With Corporate Information Table	Allows the user to see, create and modify the Corporate Information Table.
Allow This User To Work With Equipment PM Tables	Allows the user to see, create and modify information in the Equipment PM Tables.
Allow This User To Access Customer Payments	Allows the user to view the Customer Payment Screen.
Allow This User Access to Work Orders	Allows this user to view work orders in the system.
Allow This User To View Work Order History	Allows the user to view the work order history.
Allow This User To Work With Work Order Parts and Labor	This permission allows the user to modify the work order to add record of the time and materials on used for the work order.
Allow This User To Modify Work Orders	Allows the user to modify work order information in the system.
Allow This User To Cancel Work Orders	Allows the user to cancel work orders that have submitted.
Allow This User To Create Work Orders	Allows the user to create work orders on behalf of a Customer.
Show This User Payment Due Work Orders	Allows the user to view the Payment Due information. **NOTE: If the Vendor is going to use this option with a Customer, it should be set during the user setup. Adding this option at a later date may result in indicating that ALL work orders are past due.** **In addition, for this feature to work, the Vendor must record payment against the work orders on the "Customer Payments Payment Detail Screen". Unless this is done, there is no tracking of payments and the system will regard work orders older than the billing period as overdue.**

FIG. 39 (continued)

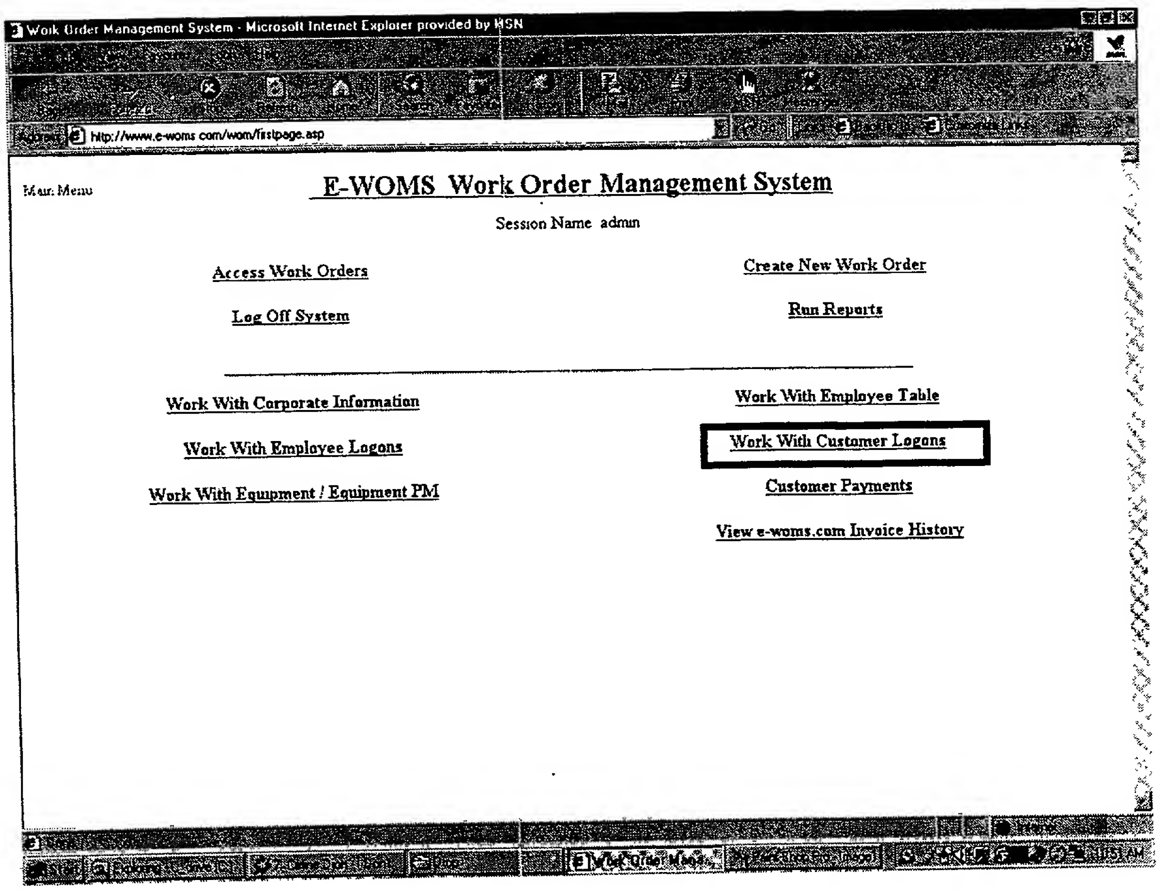

Work Order Management System - Microsoft Internet Explorer provided by MSN
http://www.e-woms.com/wom/firstpage.asp
Main Menu
E-WOMS Work Order Management System
Session Name admin
Access Work Orders
Create New Work Order
Log Off System
Run Reports
Work With Corporate Information
Work With Employee Table
Work With Employee Logons
Work With Customer Logons
Work With Equipment / Equipment PM
Customer Payments
View e-woms.com Invoice History

FIG. 40

Work with Customer Logon:
Customer Selection Screen

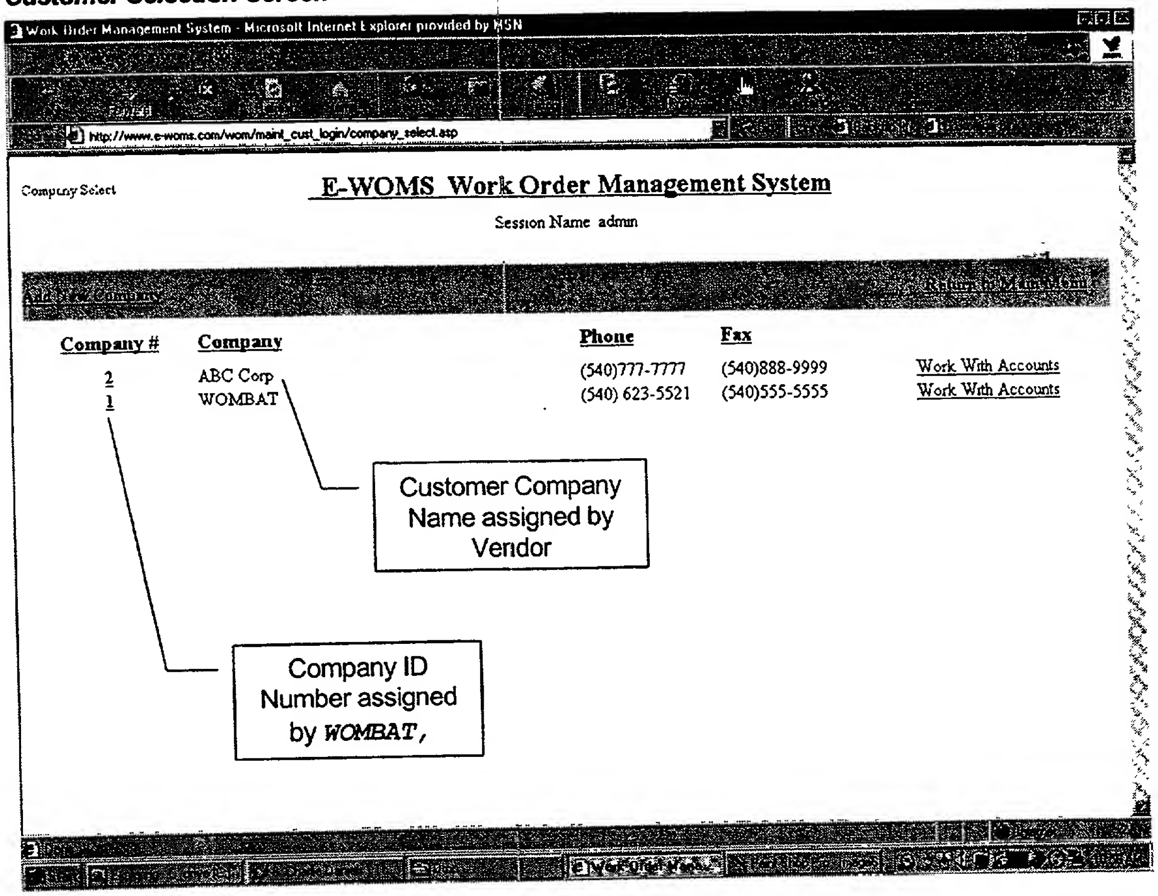


Fig. 41

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Add New Customer	This link allows the Vendor to add a new Customer.
Return to Main Menu	This link closes this page and returns the Vendor to the Main Menu.
Company #	The Company Number is assigned by WOMBAT, Inc. when the Vendor creates a new Customer. It is used to uniquely identify the Customer company in the WOMBAT, Inc. database – it is not seen by the Customer.
Company	The Customer Company name is assigned by the Vendor when the Vendor sets up the Customer Account. This is the name seen at the top of the Customer screens when they are logged in.
Phone	This is the Customer phone number, entered by the Vendor when they set up the Customer account. It is provides the Vendor a contact number in case of questions about a work order.
Fax	This is the Customer fax number, entered by the Vendor when they set up the Customer account
Work with Accounts	These links take the Vendor to Customer Account screens, where they can review or modify account information for individual users authorized by the Customer.

Fig. 42

Work with Customer Logon:

Add New Company Screen

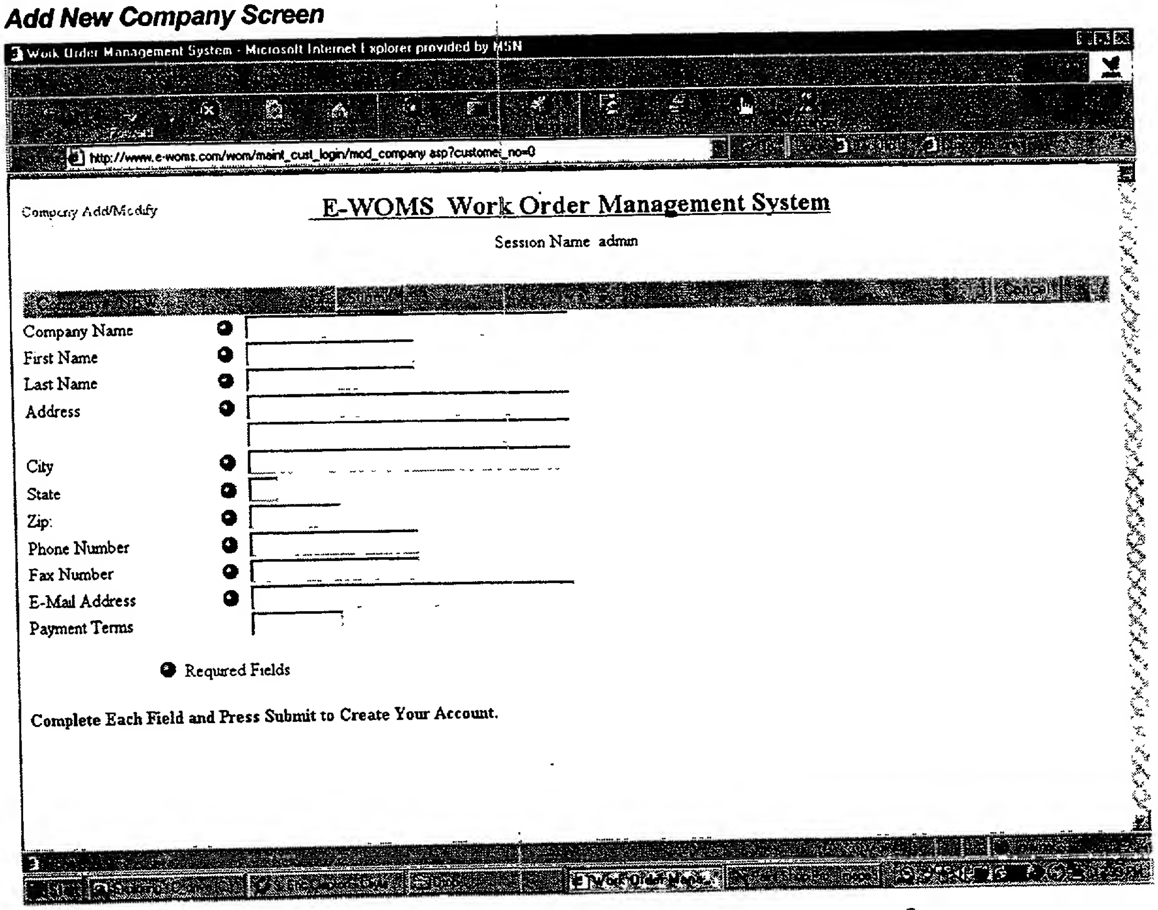


FIG 43

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Company Number:	Since this is a new customer, the Customer number has not yet been assigned, and shows "NEW". Once the Vendor presses the Submit button, a number will be assigned.
Submit	Submits the Customer information to the system to be entered as a Customer for the Vendor
Cancel	Cancels the New Customer form and returns the Vendor to the previous screen without creating a new customer entry for the Vendor.
Company Name	This is the name of the Vendor's Customer. This name appears on Customer Work Order site screens in the Application Title when they are entering a work order.
First name	First name of the Customer contact

FIG. 44

Work with Customer Logon:
Modify Company Information Screen

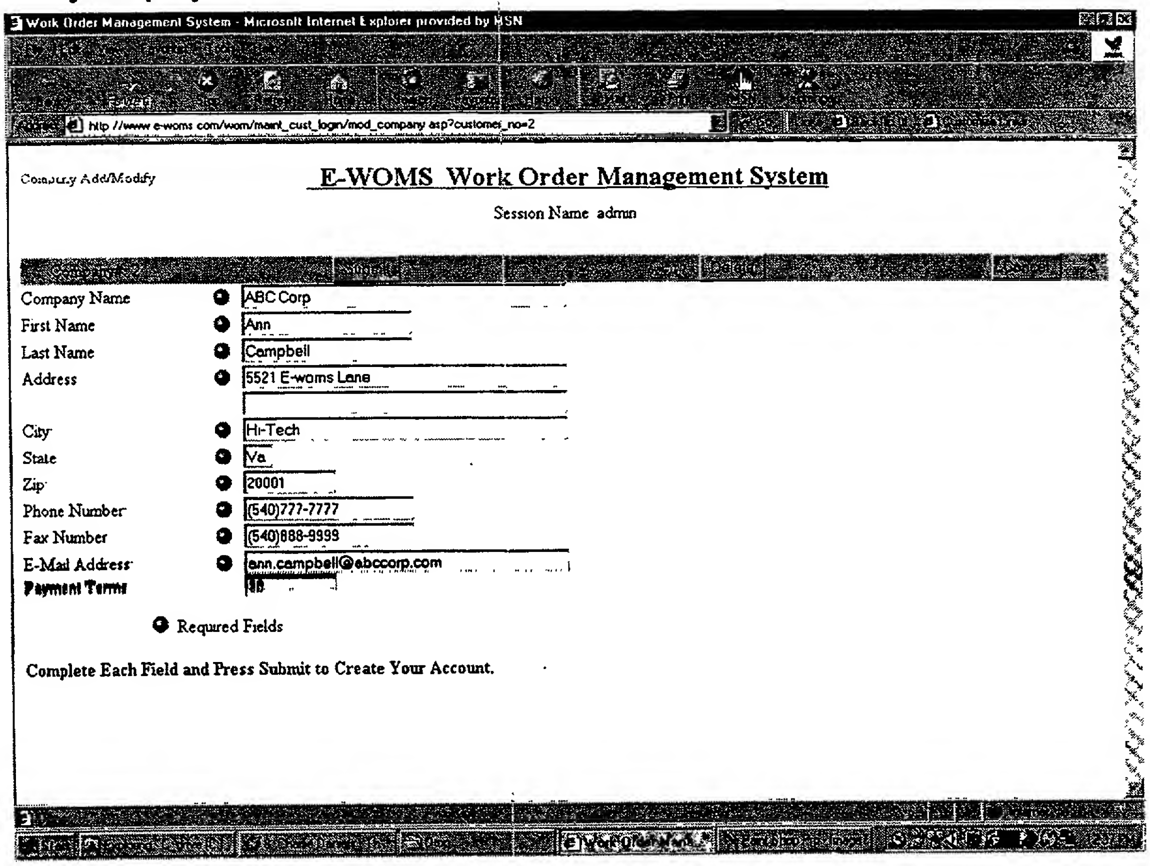


FIG. 45

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Company Number:	Since this is a existing customer, the Customer number shows the number assigned to this Customer by the WOMBAT, Inc. system.
Submit	Submits the Customer information to the system to be entered as a Customer for the Vendor
Delete	Deletes the Customer from the Vendor's Customer database. **Note:** A Customer can not be deleted if there are any work orders recorded for that customer. The Customer can be made inactive, but the Customer records will remain in the system for historical reasons.
Cancel	Cancels the Modify Customer form and returns the Vendor to the previous screen without changing the customer entry for the Vendor.

Company Name	This is the name of the Vendor's Customer. This name appears on Customer Work Order site screens in the Application Title when they are entering a work order.
First name	First name of the Customer contact
Last Name	Last name of the Customer contact.
Address	Street Address for the Customer contact.
City	City of the Customer contact.
State	State of the Customer contact.
ZIP	Zip code for the Customer Contact.
Phone Number	Telephone number for the Customer contact.
Fax Number	Fax number for the Customer contact.
E-Mail Address	E-Mail address for the Customer contact.
Payment Terms	Vendor can enter the payment terms for the Customer. This is an optional field. If used, the Vendor may want to build in a 3-5 day mailing delay. Thus, for payment terms of net 30, with a 3 day mailing delay, the value entered should be 33.

FIG. 46

Last Name	Last name of the Customer contact.
Address	Street Address for the Customer contact.
City	City of the Customer contact.
State	State of the Customer contact.
ZIP	Zip code for the Customer Contact.
Phone Number	Telephone number for the Customer contact.
Fax Number	Fax number for the Customer contact.
E-Mail Address	E-Mail address for the Customer contact.
Payment Terms	Vendor can enter the payment terms for the Customer. This is an optional field. If used, the Vendor may want to build in a 3-5 day mailing delay. Thus, for payment terms of net 30, with a 3 day mailing delay, the value entered should be 33.

FIG. 44 (continued)

Work with Customer Logon:

Work with Accounts Screen

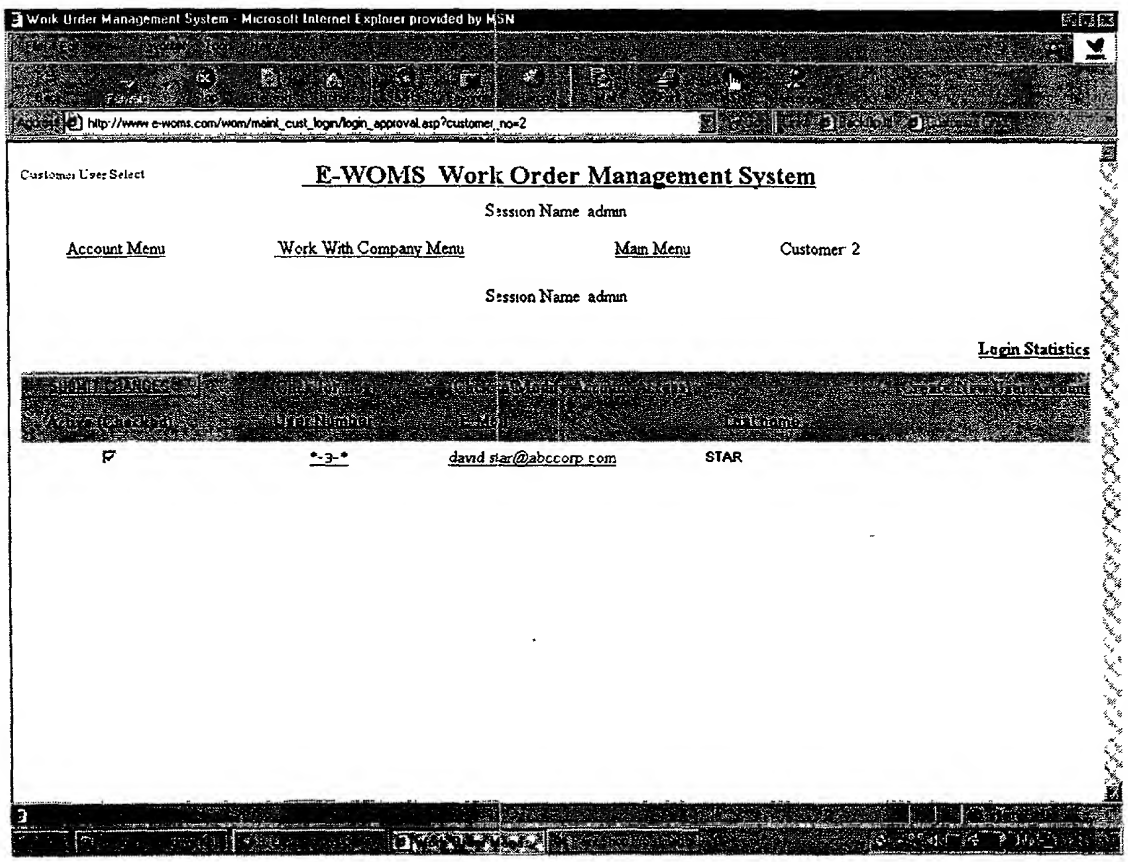


FIG. 47

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Account Menu	This link refreshes this page. This is useful if a change has been made or a new user added, and the page has not updated automatically.
Work With Company Menu	Takes the Vendor back to the Customer Selection Screen (previous screen) without any further action being taken on this screen.
Main Menu	This link takes the Vendor back to the Main Menu Screen without any further action being taken on this screen.
Customer	Displays the Customer number for this Customer.
Login Statistics	Displays a list of users, with their last login date and time.
Submit Changes	The Submit Changes button submits the data on the screen to the database – it is used to submit changes about the active/inactive status for each of the users (see Active Checkbox below).
Active Checkbox	Selects whether the user account is active or inactive. A check in the box indicates that the account is active. This is used to temporarily render an account inactive – to delete an account the Vendor should use the Modify Account Access Screen (below) to delete the user account.
(Click for Log) User Numbers	Each user is assigned a number by the ***WOMBAT, Inc.*** system. Clicking on the user number will display a history of logins for that user.
(Click to Modify Account Access) E-Mail	Clicking on the E-mail address will being up the user profile screen, where the user profile and access privileges can be modified, or the user deleted from the Customer account.
Last Name	This displays the last name of the user.
Create New User Account	This opens the Create a New User screen.

FIG. 48

Work with Customer Logon:
Login Statistics Screen

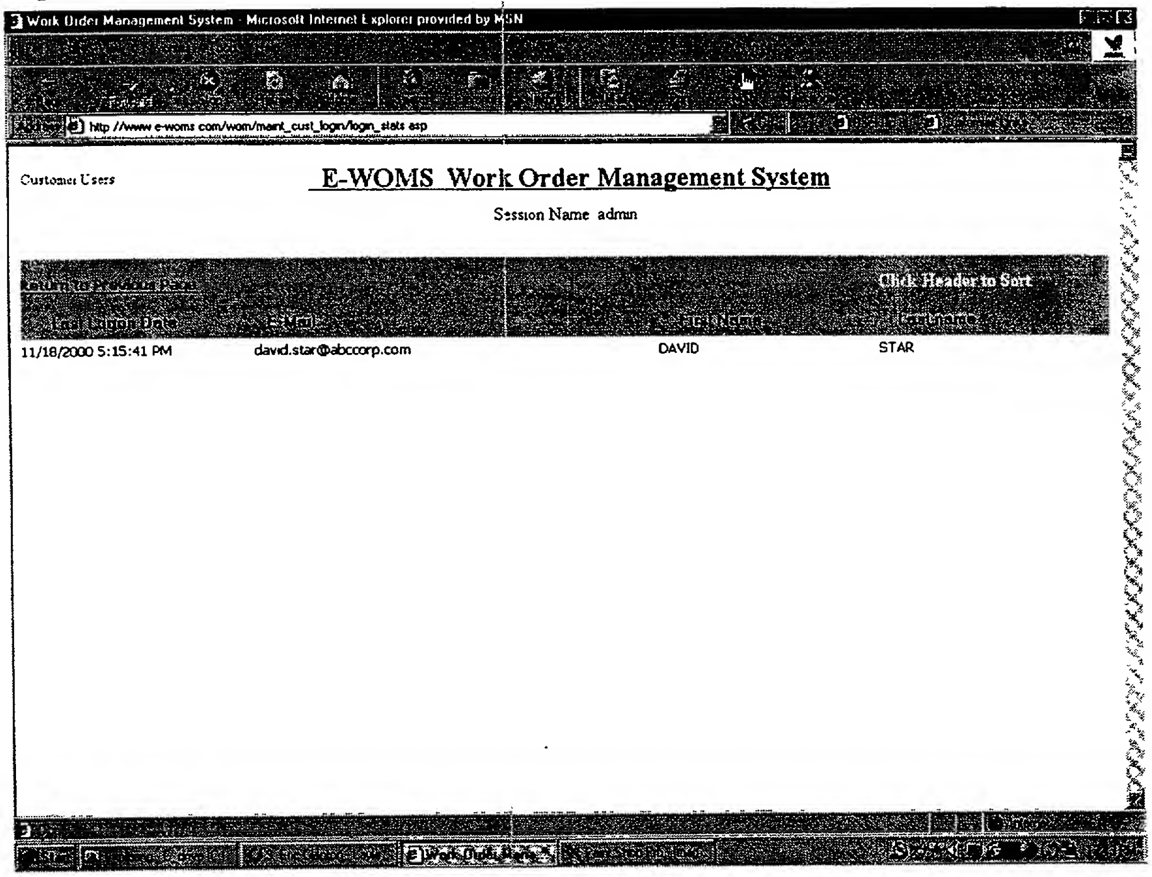


Fig 49

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Return to Previous Page	Returns the Vendor to the Work with Accounts screen (previous screen).

Fig. 50

Work with Customer Logon:
User Log Screen

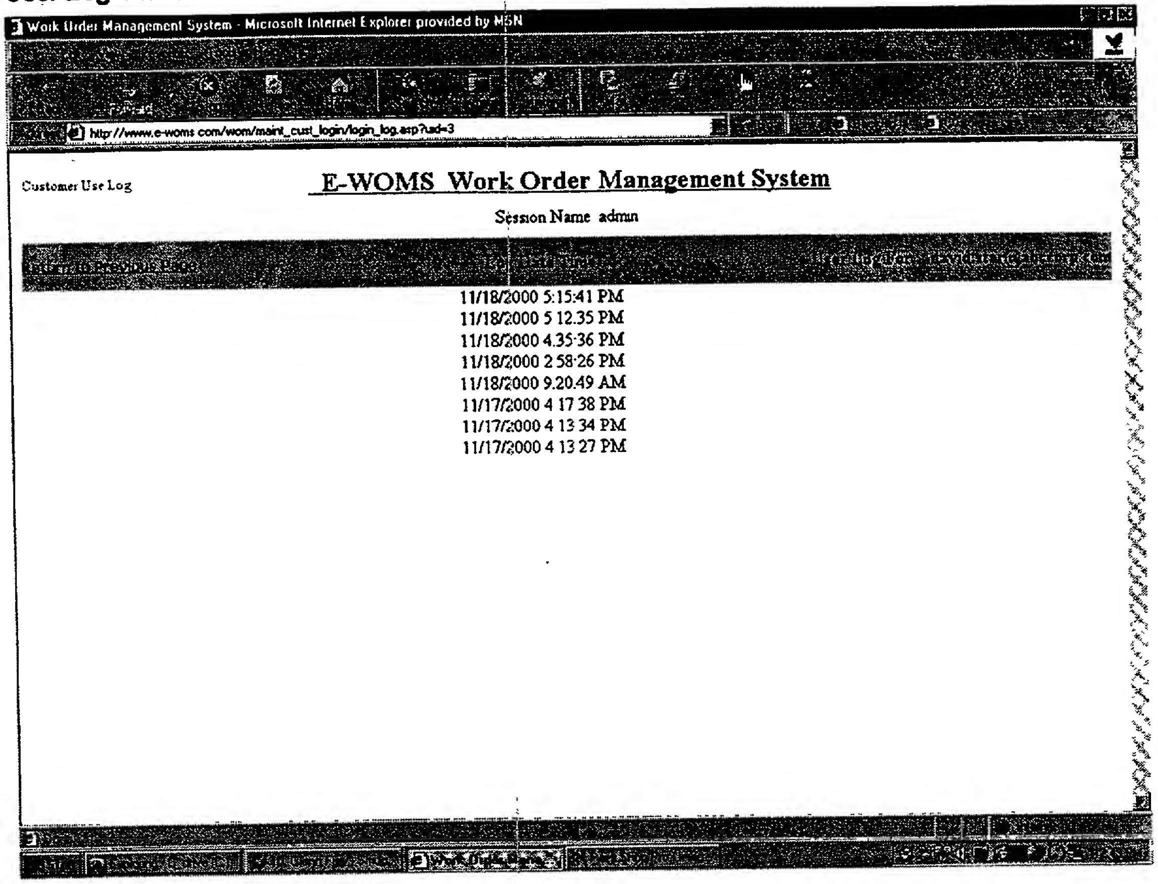


FIG. 51

Work with Customer Logon:
Modify User Screen

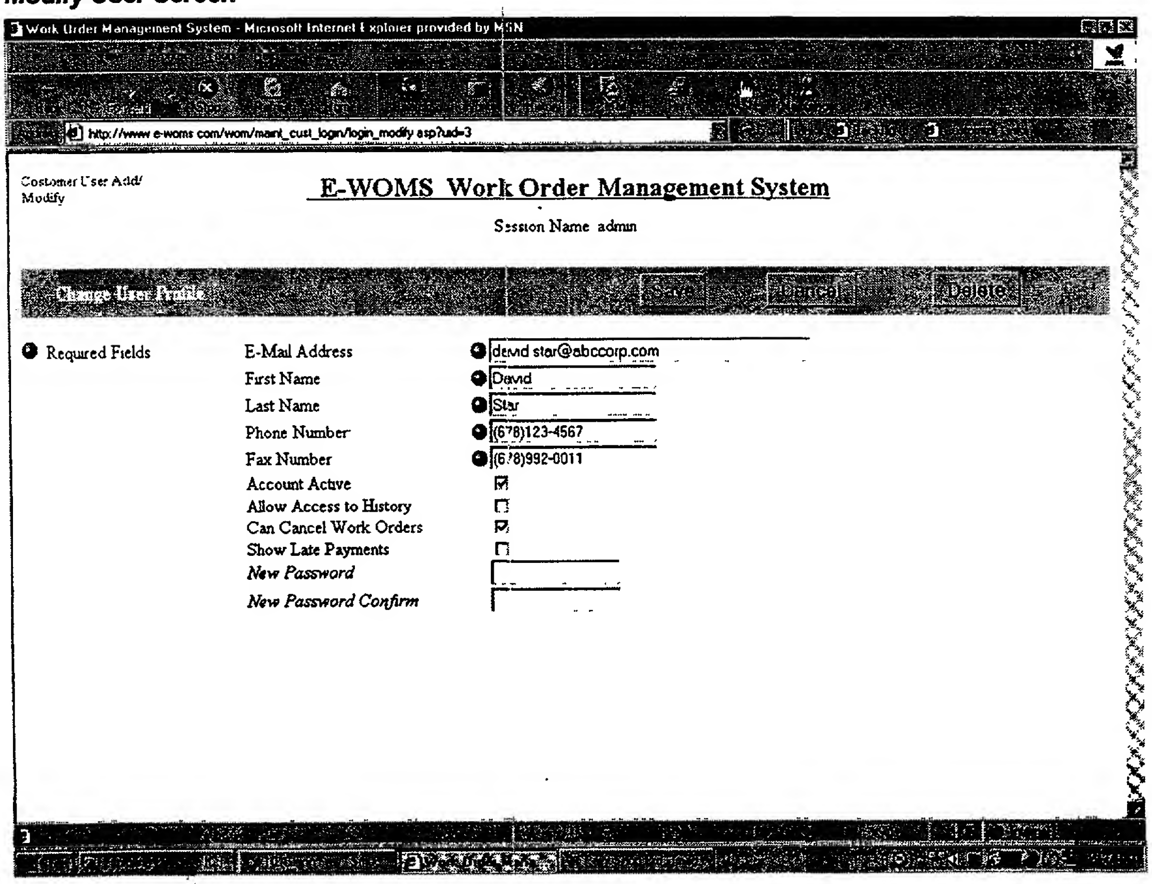


FIG. 53

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Return to Previous Page	Returns the Vendor to the Work with Accounts screen (previous screen).

FIG. 52

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Save	The Save button saves the modified account information to the Vendor's Customer database
Cancel	The Cancel button cancels the transaction and returns the Vendor to the Customer Selection Screen with no further action taken on this screen.
Delete	The Delete button allows the Vendor to delete a Customer user account.
E-Mail Address	E-Mail address of the user.
First Name	First name of the user.
Last Name	Last name of the user.
Phone Number	Telephone number of user.
Fax Number	Fax number of the user.
Account Active	A check mark in the box indicated that this user is active.
Allow Access to History	A check mark in this box indicates that the user is allowed access to historical work orders (any work order with a status of "Closed" or "Canceled".)
Can Cancel Work Orders	A check in this box indicates that the user is authorized to cancel work orders. If this box is not checked, the user will not see a Cancel button on the work order review pages.
Show Late Payments	A check in this box indicates that the user is will see the Late Payments indicated on the screen. If this box is not checked, the user will not see any indication of past due information. **NOTE: If the Vendor is going to use this option with this Customer, it should be set during the user setup. Adding this option at a later date may result in indicating that ALL work orders are past due.** **In addition, for this feature to work, the Vendor must record payment against the work orders on the "Customer Payments Payment Detail Screen". Unless this is done, there is no tracking of payments and the system will regard work orders older than the billing period as overdue.**
New Password	Allows the Vendor to set a user password.
New Password Confirm	Vendor must re-enter the password to confirm spelling in order to set the password.

FIG. 54

Work with Customer Logon:
Create New User Screen

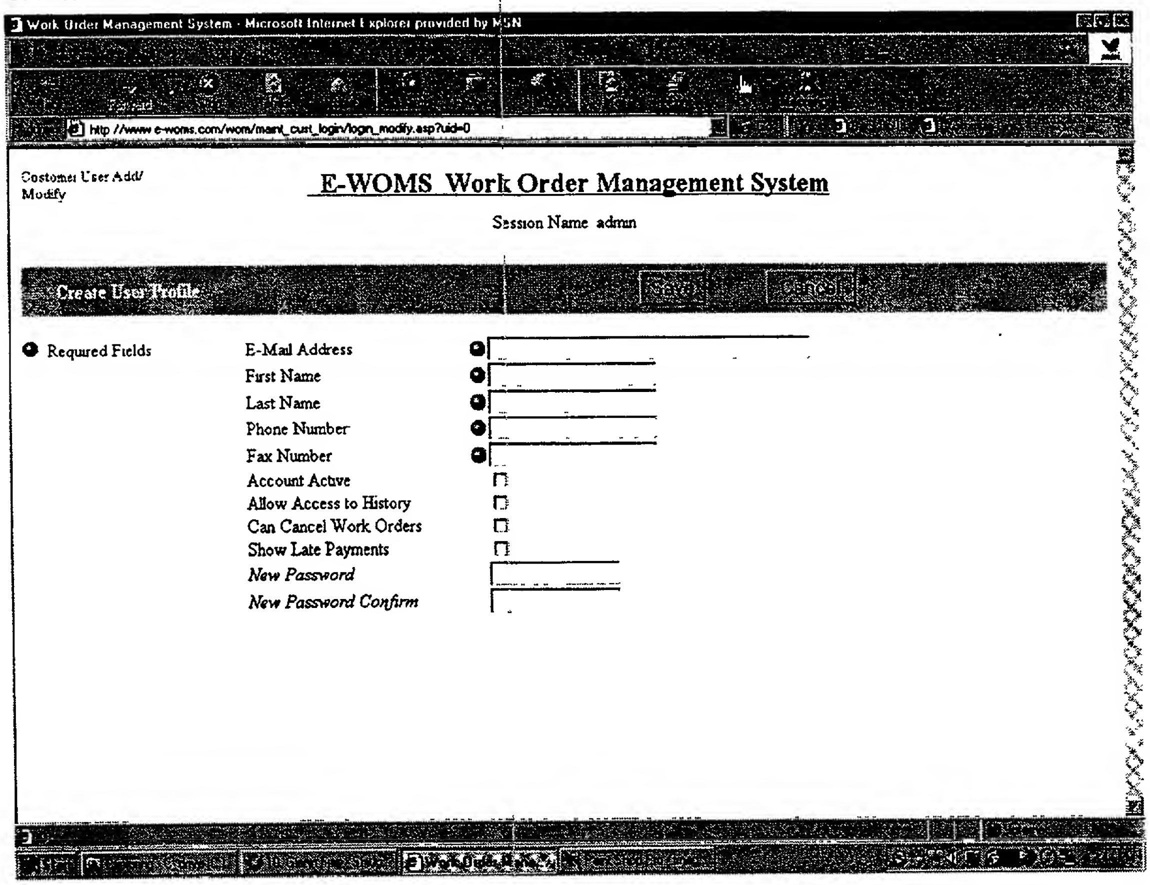


FIG. 55

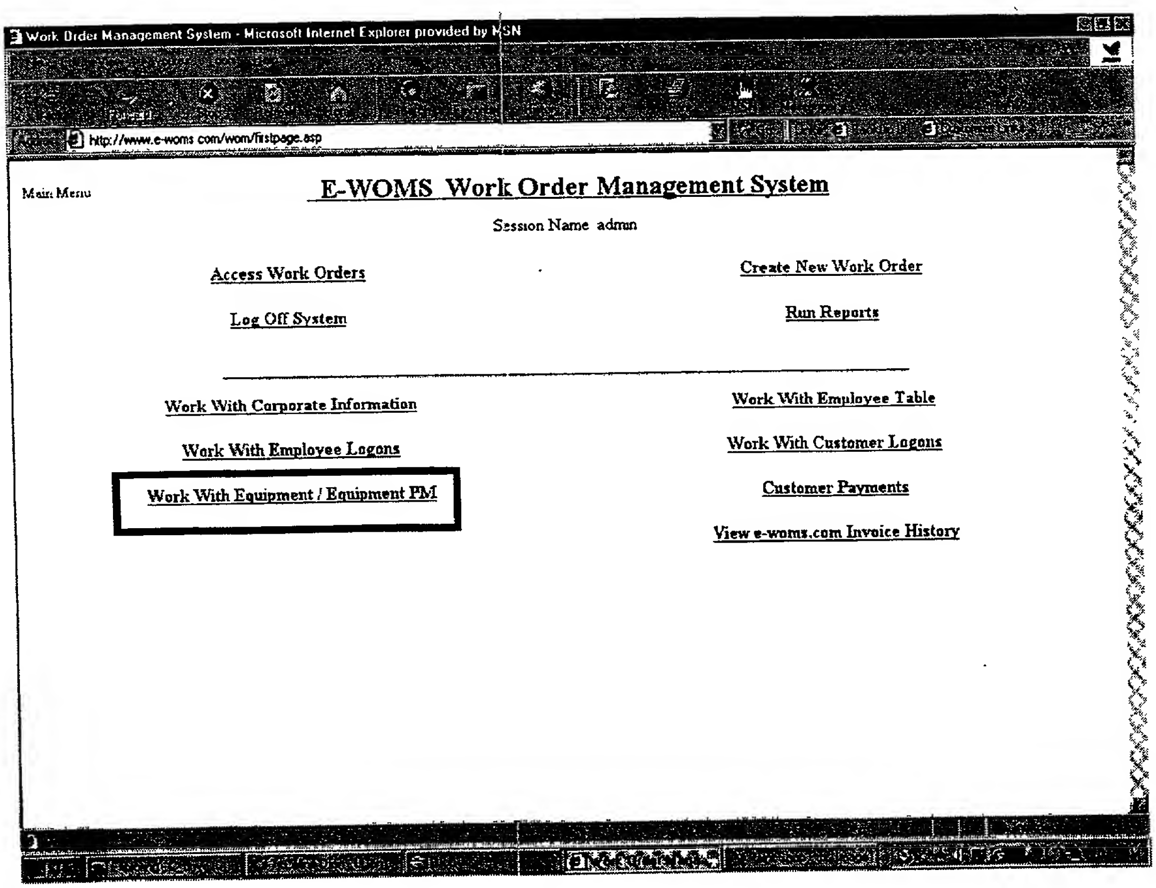


FIG. 57

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Save	The Save button saves the new user account to the Vendor's Customer database
Cancel	The Cancel button cancels the transaction and returns the Vendor to the Customer Selection Screen with no further action taken on this screen.
E-Mail Address	E-Mail address of the new user.
First Name	First name of the new user.
Last Name	Last name of the new user.
Phone Number	Telephone number of new user.
Fax Number	Fax number of the new user.
Account Active	A check mark in the box indicated that this user is active.
Allow Access to History	A check mark in this box indicates that the user is allowed access to historical work orders (any work order with a status of "Closed" or "Canceled"
Can Cancel Work Orders	A check in this box indicates that the user is authorized to cancel work orders. If this box is not checked, the user will not see a Cancel button on the work order review pages.
Show Late Payments	A check in this box indicates that the user is will see the Late Payments indicated on the screen. If this box is not checked, the user will not see any indication of past due information. **NOTE: If the Vendor is going to use this option with this Customer, it should be set during the user setup. Adding this option at a later date may result in indicating that ALL work orders are past due.** **In addition, for this feature to work, the Vendor must record payment against the work orders on the "Customer Payments Payment Detail Screen". Unless this is done, there is no tracking of payments and the system will regard work orders older than the billing period as overdue.**
New Password	Allows the Vendor to change a user password.
New Password Confirm	Vendor must re-enter the password to confirm spelling in order to change the password.

FIG. 56

Work With Equipment/Equipment PM:
Equipment Screen

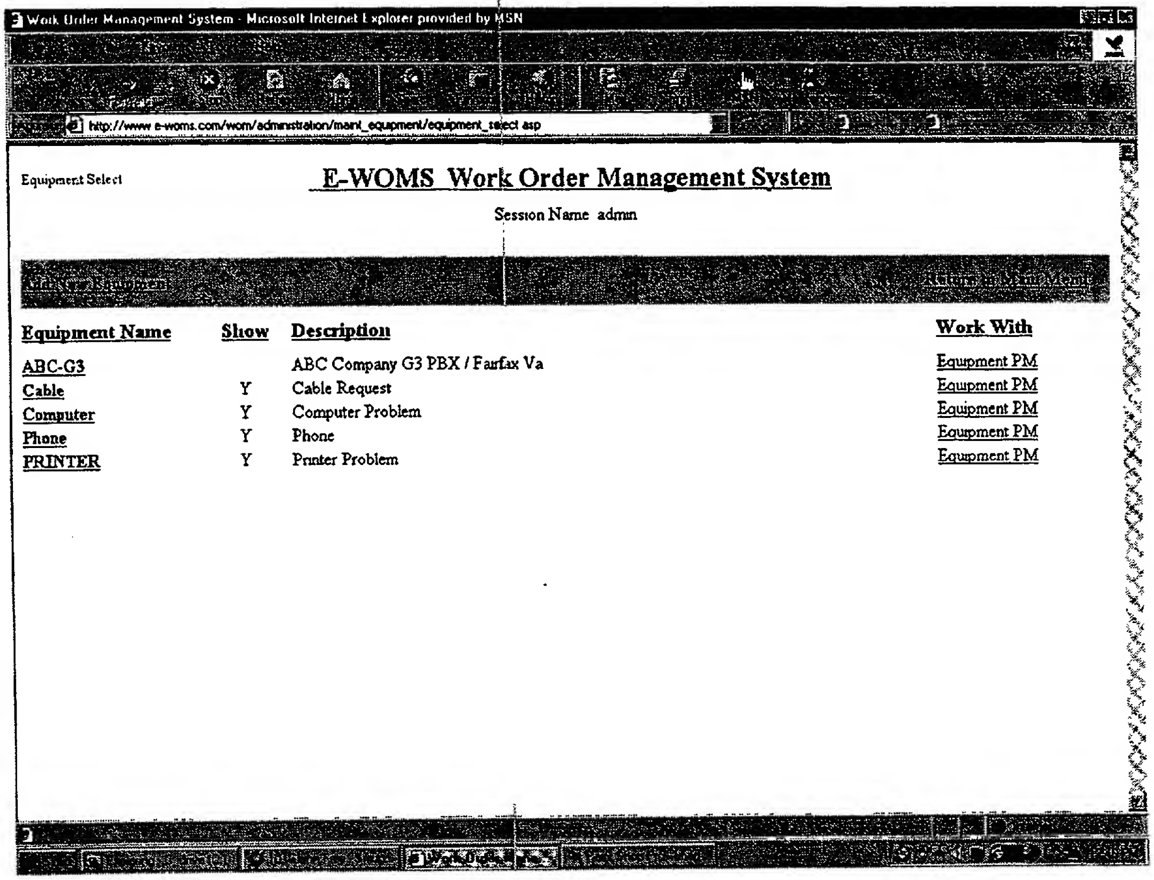


FIG. 58

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Add New Equipment	This link takes the Vendor to the new equipment entry screen.
Return to Main Menu.	Returns the Vendor to the Main Menu, with no further action taken on this screen.
Equipment Name	This is the name of the equipment listed in the pull-down menu, and is provided by the Vendor when the equipment is entered into the database.
Show	This column indicates whether or not the equipment shows up in the equipment drop-down menu on the work order entry screen.
Description	This is a description of the equipment. This is entered by the Vendor when the equipment is entered into the database.
Work With Equipment PM	This column allows the Vendor to schedule preventive maintenance for the equipment listed on that line.

FIG. 59

Work With Equipment/Equipment PM:
Add New Equipment Screen

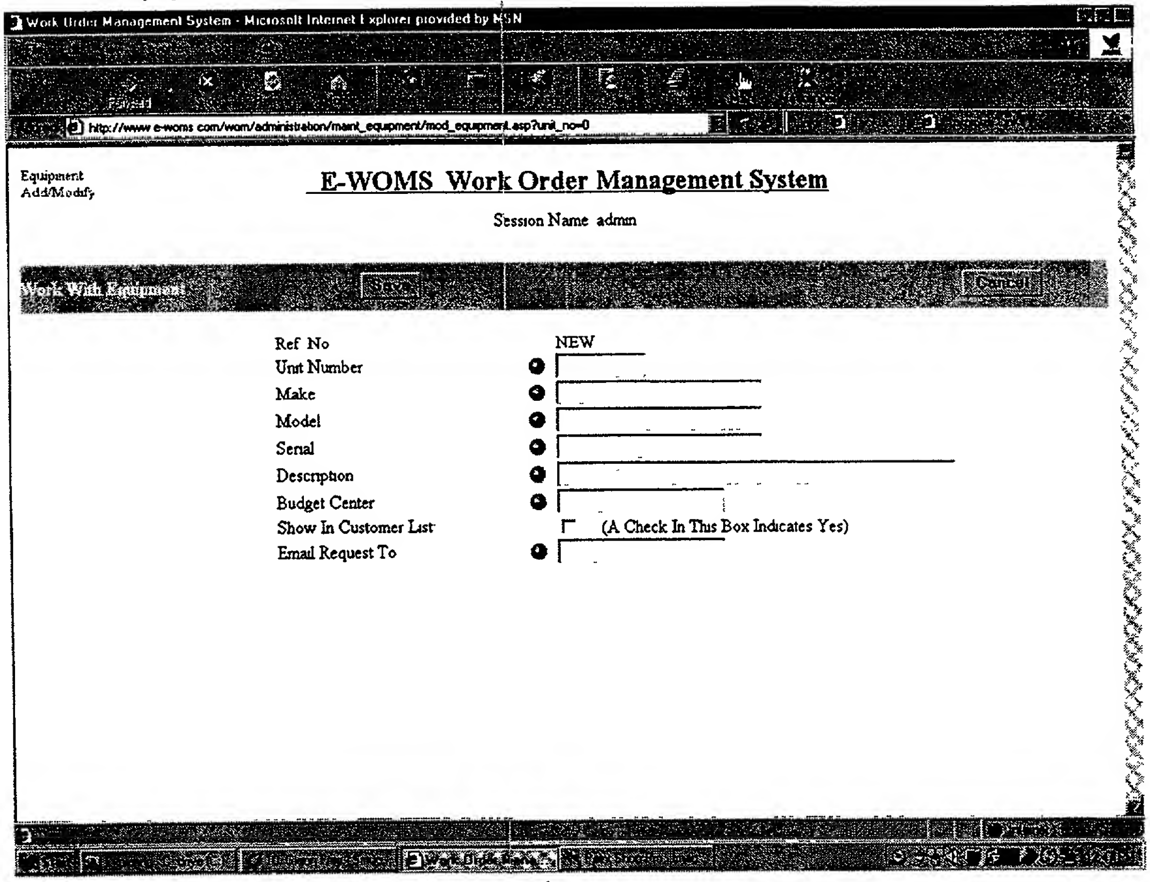


FIG. 60

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Save	The Save button submits the data to the *WOMBAT, Inc.* system for entry into the Vendor equipment list.
Cancel	Returns the Vendor to the Main Menu with no further action on the screen
Ref. No.	Since this is a new item, no reference number is shown, and the word "NEW" appears. When this item of equipment is submitted to the database, a reference number will be assigned to uniquely identify this equipment in the database.
Unit Number	Part of the descriptive information - this entry is dependent on the equipment.
Make	Part of the descriptive information - usually the manufacturer, but this entry is dependent on the equipment.
Model	Part of the descriptive information - normally the model name or number, but this entry is dependent on the equipment.

FIG. 61

Work With Equipment/Equipment PM:
Modify Equipment Screen

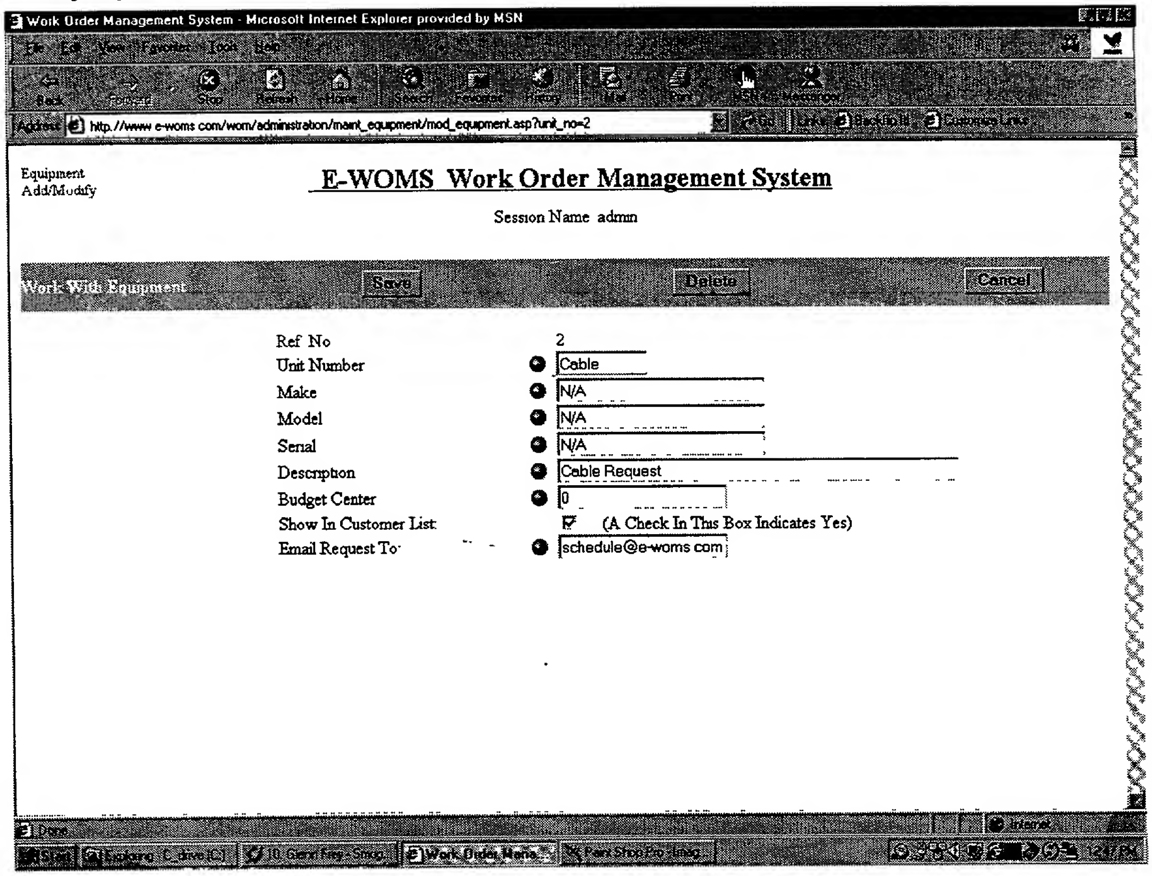


FIG. 62

Serial	Part of the descriptive information - normally the unit serial number if one exists, but this entry is dependent on the equipment.
Description	Part of the descriptive information - this entry is dependent on the equipment. This is Vendor provided to describe the equipment.
Budget Center	The budget identification of the organization that has the equipment, if part of a larger organization
Show in Customer List	If a check appears in this box, the equipment will appear for selection in the equipment drop-down menu on the work order entry screen, and the Customer will be able to submit a work order on the selected item
Email Reports To	The E-mail address of the person who will normally receive any e-mail work orders generated by Customers, or preventive maintenance notices generated by the system.

FIG. 61 (continued)

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Save	The Save button submits the modified data to the `WOMBAT, Inc.` system for entry into the Vendor equipment list.
Cancel	Returns the Vendor to the Main Menu with no further action on the screen
Ref. No.	Since this is a already entered item, the unique reference number is shown. When this item of equipment was initially submitted to the database, a reference number was assigned to uniquely identify this equipment in the database.
Unit Number	Part of the descriptive information - this entry is dependent on the equipment.
Make	Part of the descriptive information - usually the manufacturer, but this entry is dependent on the equipment.
Model	Part of the descriptive information - normally the model name or number, but this entry is dependent on the equipment.
Serial	Part of the descriptive information - normally the unit serial number if one exists, but this entry is dependent on the equipment.
Description	Part of the descriptive information - this entry is dependent on the equipment. This is Vendor provided to describe the equipment.
Budget Center	The budget identification of the organization that has the equipment, if part of a larger organization
Show in Customer List	If a check appears in this box, the equipment will appear for selection in the equipment drop-down menu on the work order entry screen, and the Customer will be able to submit a work order on the selected item
Email Reports To	The E-mail address of the person who will normally receive any e-mail work orders generated by Customers, or preventive maintenance notices generated by the system.

FIG. 63

Work With Equipment/Equipment PM:
Equipment PM Schedule Screen

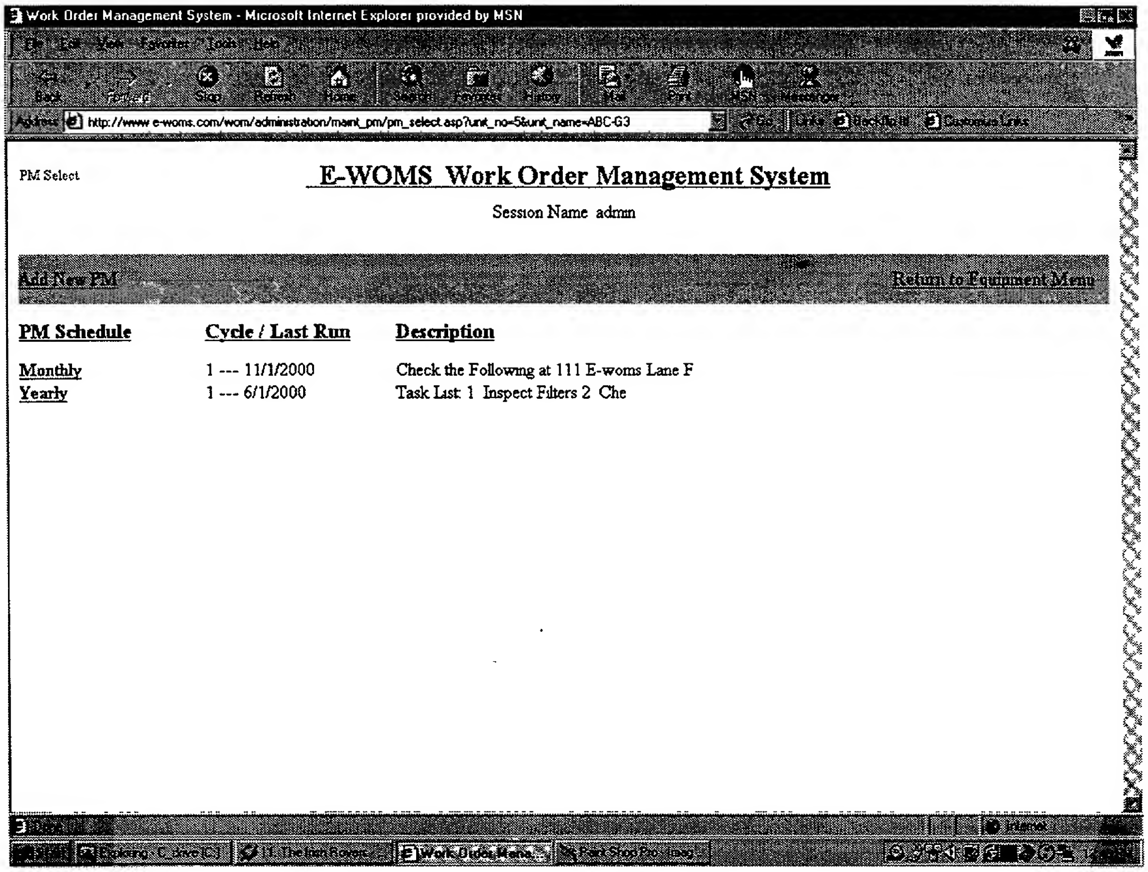


FIG. 64

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Add New PM	This allows the vendor to enter a new scheduled Preventive Maintenance order to the item of equipment.
Return to Equipment Menu	This link will take the Vendor back to the Equipment Screen with no further action taken on this screen.
PM Schedule	This column indicates the frequency of the scheduled PM request for the item of equipment. Clicking on an entry in this column will take the Vendor to a screen that will allow them to modify the scheduled PM request order.
Cycle / Last Run	This indicates when the last the last PM request order was submitted. Cycle tells the system how many periods elapse between PM requests orders. If the cycle time is 1, and this is a monthly PM work order, the order will be generated every month. If the cycle time is 2, the work order will be generated every 2 months.
Description	This is a text description of the PM request order, and describes the requested service. This is what appears in the PM request order.

FIG. 65

Work With Equipment/Equipment PM:
Add New Equipment PM Schedule Screen

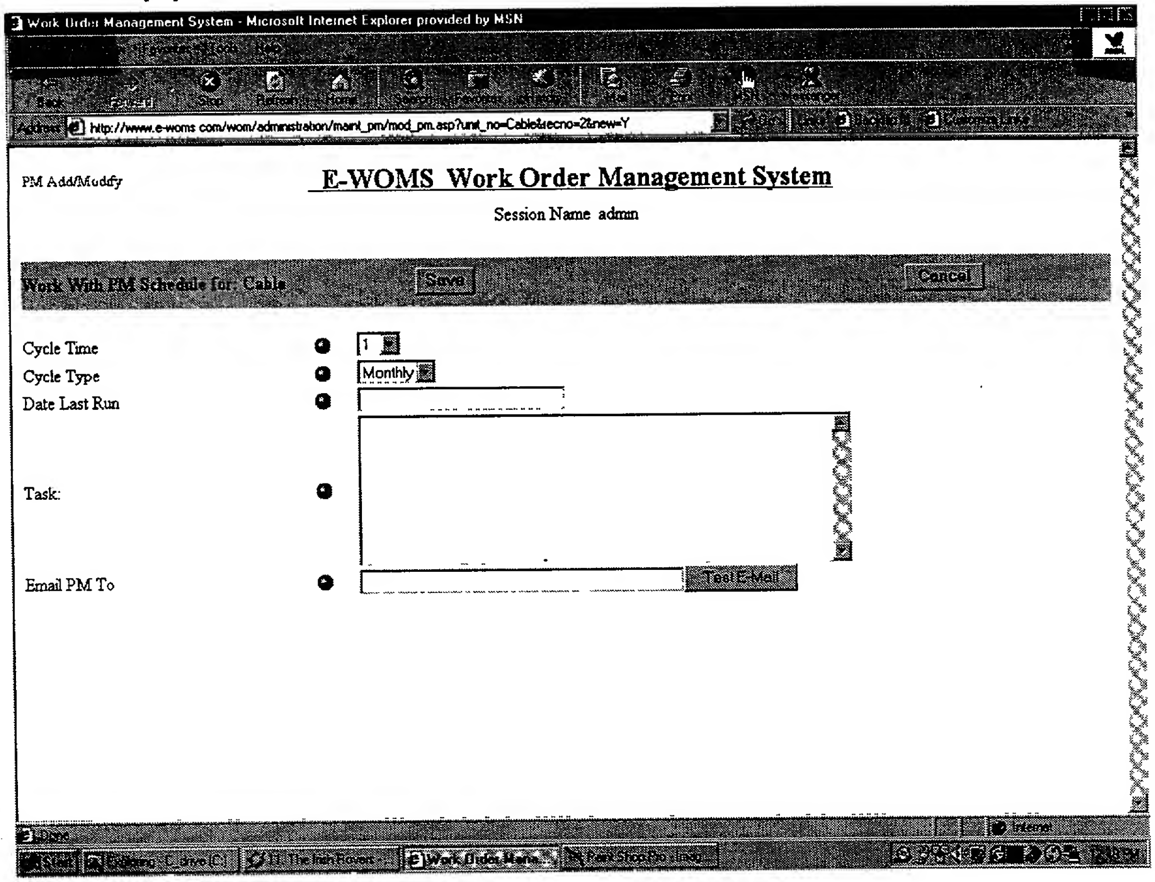


FIG. 66

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Save	This button submits the new scheduled PM request order to the system for processing.
Cancel	This button cancels the PM request order without submitting it to the database, and returns the Vendor to the Equipment PM Schedule Screen, with no further action taken on this screen.
Cycle Time	Cycle tells the system how many periods elapse between PM requests orders. If the cycle time is 1, and this is a monthly PM work order, the order will be generated every month. If the cycle time is 2, the work order will be generated every 2 months.
Cycle Type	This is when the request order should be generated. Options are daily, weekly, monthly, and yearly.
Date Last Run	This indicates when the request order was last generated. If the reports are to ~~start at a future date, the Vendor can enter a future date in this field, and the first~~
	start at a future date, the Vendor can enter a future date in this field, and the first period after that date, the PM request order will be generated.
Task	This is the body of the PM request order that is sent to the person responsible for receiving PM request orders. It is a description of the work that is to be done.
Email PM To	The e-mail address of the person who normally receives notification of PM request orders for this piece of equipment.
Test E-Mail	This button sends a test PM e-mail message to the person listed in the "Email PM To" field.

FIG. 67

Work With Equipment/Equipment PM:
Modify Equipment PM Schedule Screen

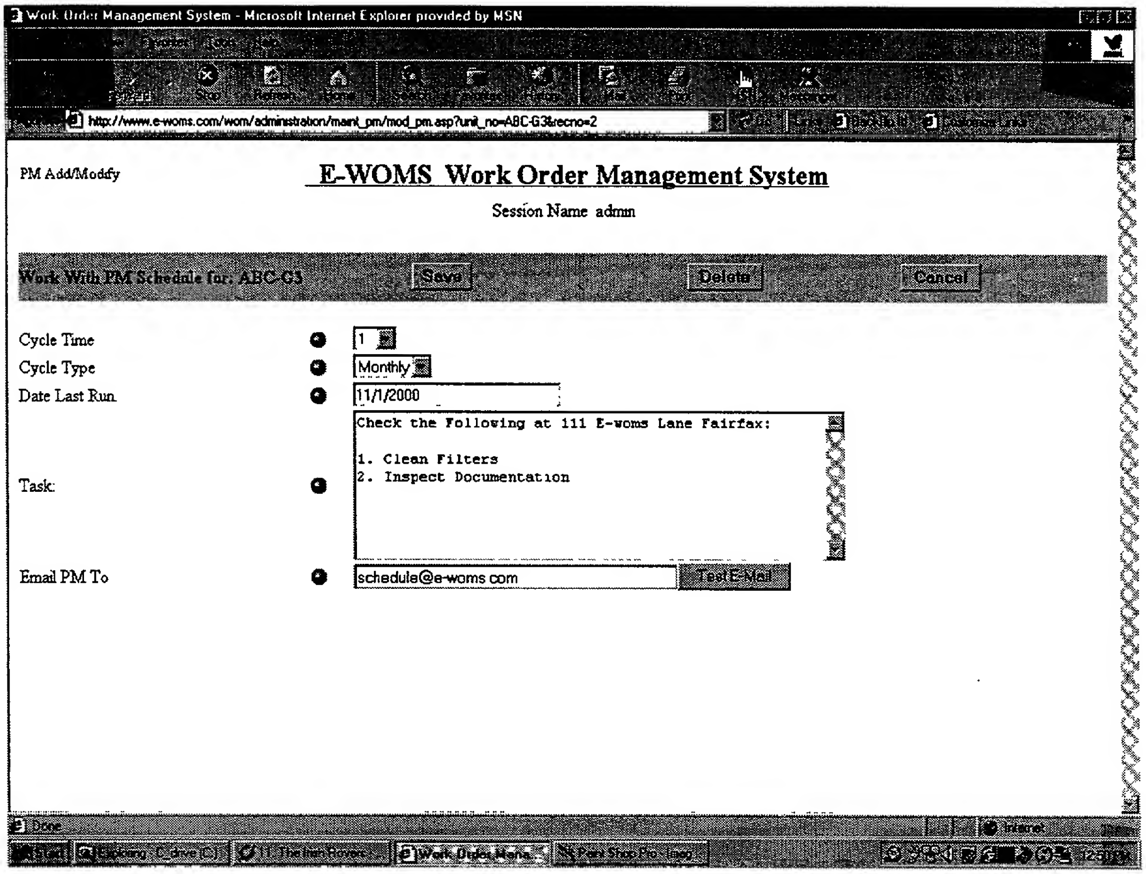


FIG. 68

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Save	This button submits the modified PM request order to the system for processing.
Delete	This button deletes the scheduled PM request order from the database.
Cancel	This button cancels the PM request order without submitting it to the database, and returns the Vendor to the Equipment PM Schedule Screen, with no further action taken on this screen.
Cycle Time	Cycle tells the system how many periods elapse between PM requests orders. If the cycle time is 1, and this is a monthly PM work order, the order will be generated every month. If the cycle time is 2, the work order will be generated every 2 months.
Cycle Type	This is when the request order should be generated. Options are daily, weekly, monthly, and yearly.

Date Last Run	This indicates when the request order was last generated. If the reports are to start at a future date, the Vendor can enter a future date in this field, and the first period after that date, the PM request order will be generated.
Task	This is the body of the PM request order that is sent to the person responsible for receiving PM request orders. It is a description of the work that is to be done.
Email PM To	The e-mail address of the person who normally receives notification of PM request orders for this piece of equipment.
Test E-Mail	This button sends a test PM e-mail message to the person listed in the "Email PM To" field.

FIG. 69

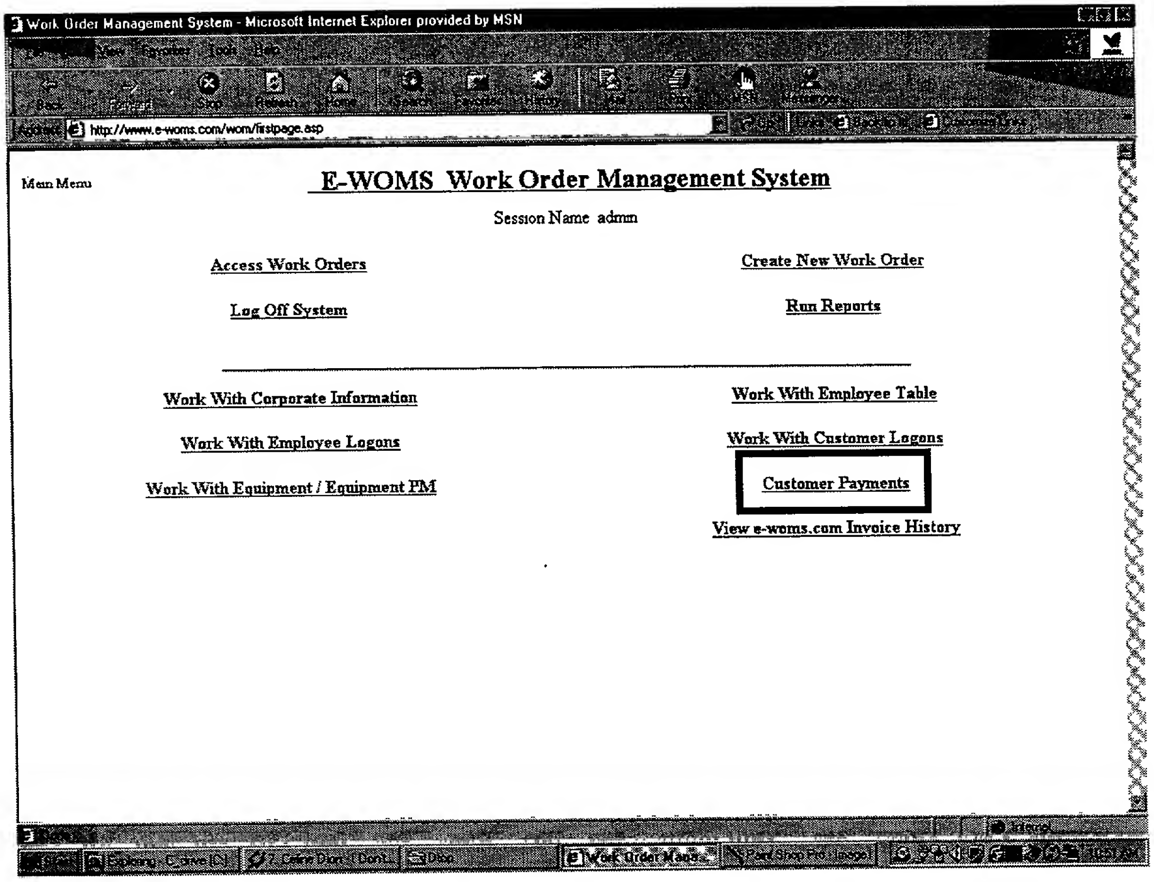


FIG. 70

Customer Payments:
Customer Payment Screen

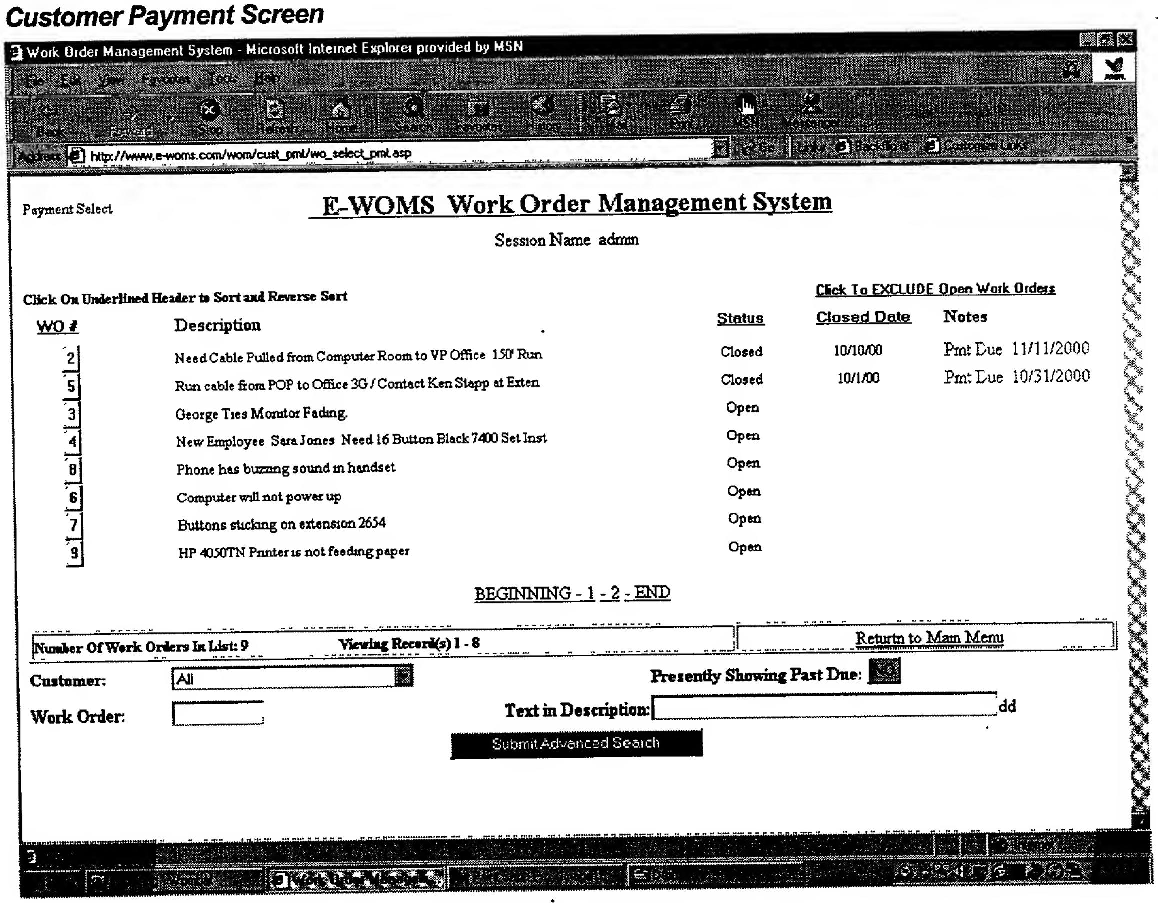


FIG. 71

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Click to INCLUDE Open Work Orders	To display OPEN work orders as well as closed and canceled work orders, click on this link. When open work orders are displayed, this link will read "Click to EXCLUDE Open work Orders".
WO #	Work Order number. Clicking on a work order number will open the work order for the Vendor to review or modify. For a description of the fields in the work orders, please see the section on Create New Work Order, page 6.
Description	Short description of the work order – usually the first 40 characters of the work order task.
Status	Status of work order – Open, Closed or Canceled
Closed ~~Due~~ DATE	When the work order was completed.
Notes	Entries by the Vendor on the current state of the work order, any notes applying to the work orders or any other text information.
Page Information	This lists how many work orders there are (the application lists 8 at a time), and which ones the Vendor is viewing. Using the navigation line, the Vendor can move back and forth through the list to locate and review any work order in their database.
Return to Main Menu	This returns the Vendor to the Main Menu.
Submit Advanced Search	This button submits the search to the application. It starts the search using the criteria in the fields below.
Customer	This drop-down menu allows the Vendor to pick which Customer work orders to search.
Show Only Past Due	Clicking this button alternates between showing only Payments Past Due, and showing all payments. When the screen shows only past due payments, the button will say YES, when all payment history is shown, the Button will say NO.
Work Order	If the work order number is known, listing it here will bring up that work order line on the Work Order Screen.
Text in Description	If the vendor is looking a specific text description or term in the work order description, the Vendor can list the word here and the application will search the work order description fields for any work order that contain those words.

FIG. 72

Customer Payments:
Work Order Details Screen

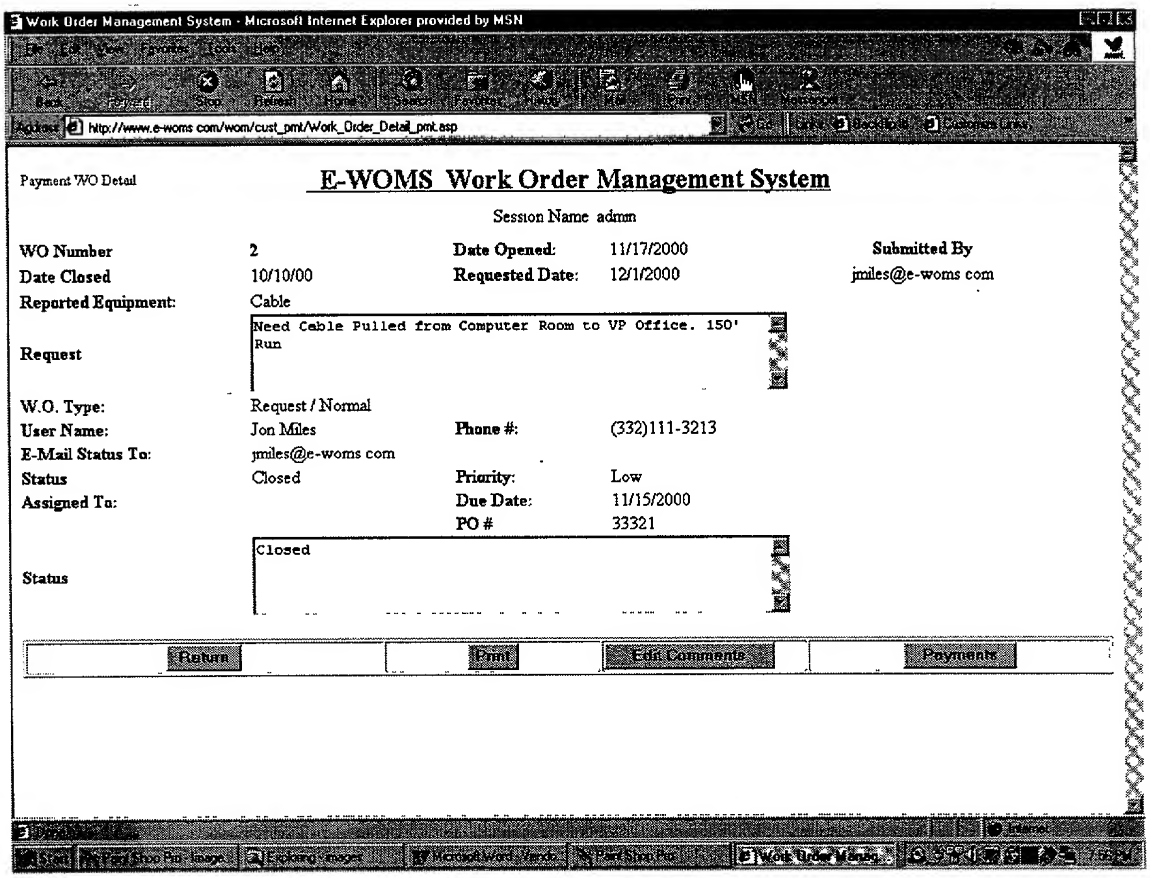


FIG. 73

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
W.O. Number:	This is the Work Order Number assigned by the system when the work order was opened.
Date Opened	This is the date the work order was opened.
Submitted By:	This is the name of the person who submitted the work order, or on whose behalf the work order was submitted.
Date Closed	This is the date the work order was closed.
Requested Date:	If there is a requested completion date for the work order, it is shown here.
Reported Equipment	This pull down list displays all the equipment that the Vendor has identified as available for having a work order created or submitted. Other equipment may be present, but if the Vendor has not identified it as a work order item, a work order may not be created or submitted for the equipment.

FIG. 74

Request:	This is a text description of the work order request. It usually describes any problems or information that will assist in completing the work order. The text "This Work Order was Entered by [Vendor Name] at the Request of:" will always appear; the Vendor employee should enter the name of the person who is requesting that the work order be created.
W.O. Type:	This is used to indicate the type of work order being submitted. The options are "Request" and "Repair", and either "Normal" or "Emergency". The second field drop down list is used to indicate the nature of the work order. The options are "Normal" and "Emergency".
User Name:	This is the name of the person requesting the work order, or with knowledge of the problem.
Phone #:	This is the phone number of the person requesting the work order, or with knowledge of the problem. This is included in case additional information may be necessary.
E-Mail Status to:	This is the e-mail address of the person who should receive any change of status notifications. This is usually (but not always) the person who would normally submit the work order.
Status	Provides the status of the work order (Open, Closed, Cancelled)
Priority	Provided the priority of the work order (Low, Medium, High)
Assigned To	Indicates to whom the work order was assigned.
Due Date	Indicates the date the work order is to be completed.
P.O. Number:	This is the purchase order number from the customer. No work order submission can occur without a purchase order. If the Purchase Order is a verbal PO, the Customer should enter their initial in the P.O. Number field.
Status Details	Any notes added by the Vendor regarding the status or details of the work order for the Customer's information.
Return:	Clicking on the Return button will return the user to the Main Menu without submitting the work order request.
Print	The Print Button causes the screen to print on the default printer.
Edit Comments	This option take the user to a screen where they can record Vendor-only comments on the work order
Payments	This option takes the user to a screen where payment activity on this work order can be recorded. **NOTE: If payment activity is not recorded against a work order, and Customers or employees have "Show Past Due Invoices" permissions set, any work order older than the specified billing period will display as overdue.**

FIG. 74 (Continued)

Customer Payments:
Edit Comments Screen

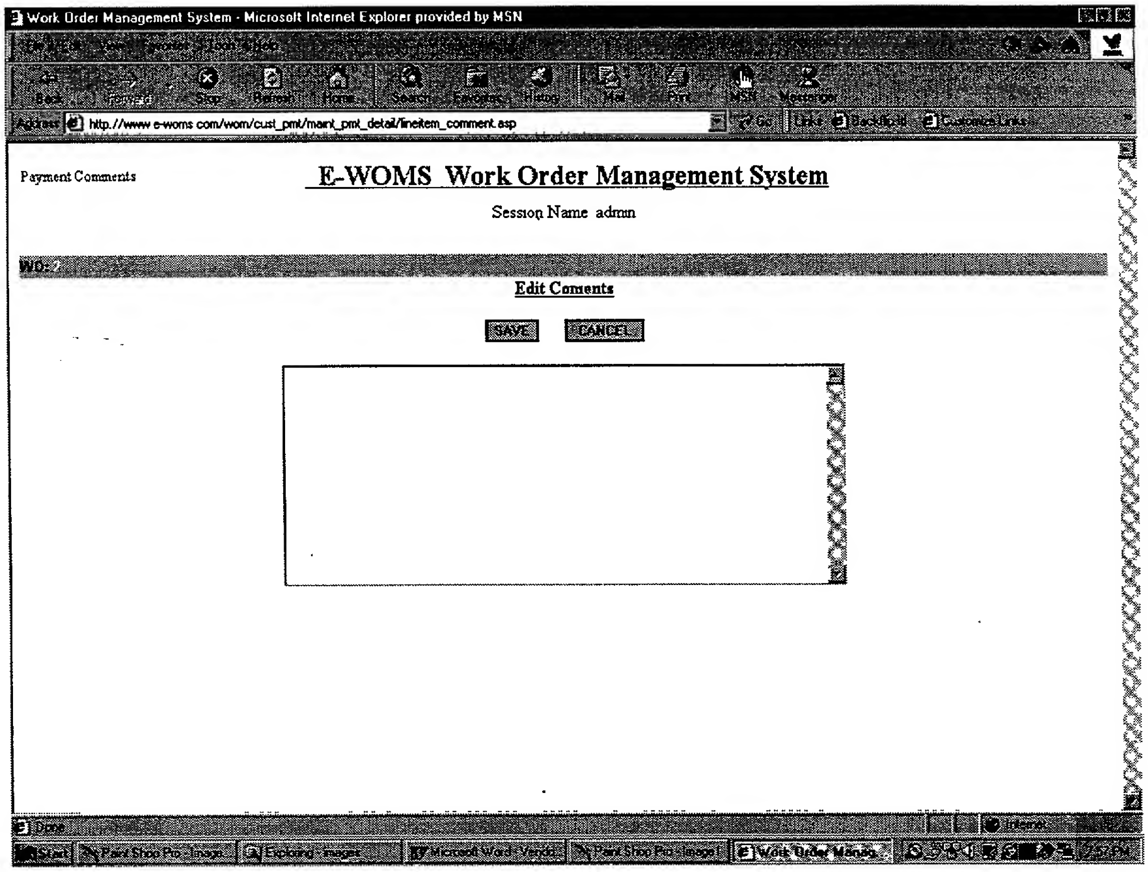


FIG. 75

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Edit Comments	Allows the user to enter/edit the comments in the text box.
Save	Saves the comments to the work order record, and return the user to the previous page.
Cancel	Returns the user to the previous page without saving the new or edited comments.

FIG. 76

Customer Payments:
Payment Detail Screen

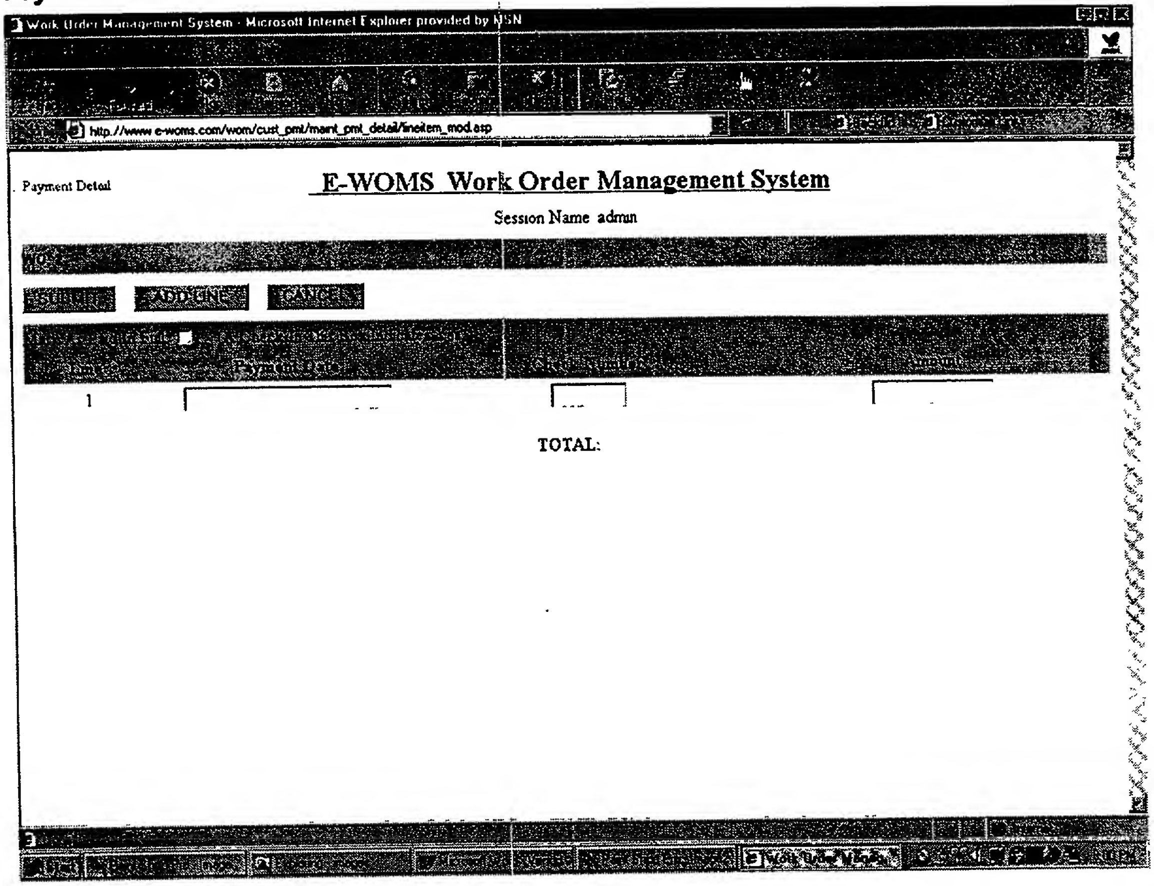


FIG. 77

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Submit	This button submits the payment information to
Add Line	This will add a payment line. This is used of more than one payment is made on a work order.
Cancel	This returns the user to the previous page.
Mark Paid In Full	This marks a bill "Paid in full". If this checkbox is not used, the system will not track payments, and anyone set to see Late Payments will see all work orders older than the payment terms as overdue.
Line	Indicates the line number for a listed payment.
Payment Date	Indicates when a payment (partial or full) was made.
Check Number	Check number for a payment
Amount	Amount of a payment (partial or full)
Total	Total amount paid on this work order.

FIG. 78

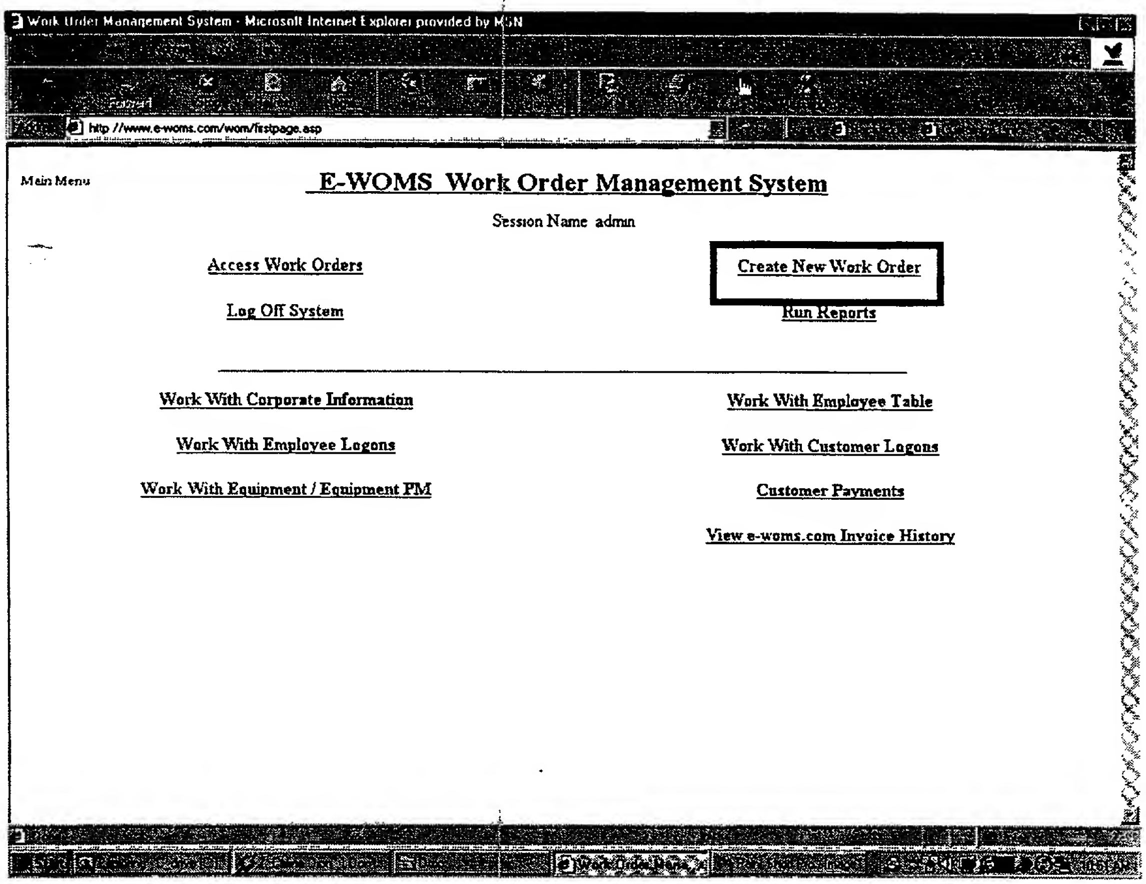


FIG. 79

Create New Work Order:

Blank Form Screen

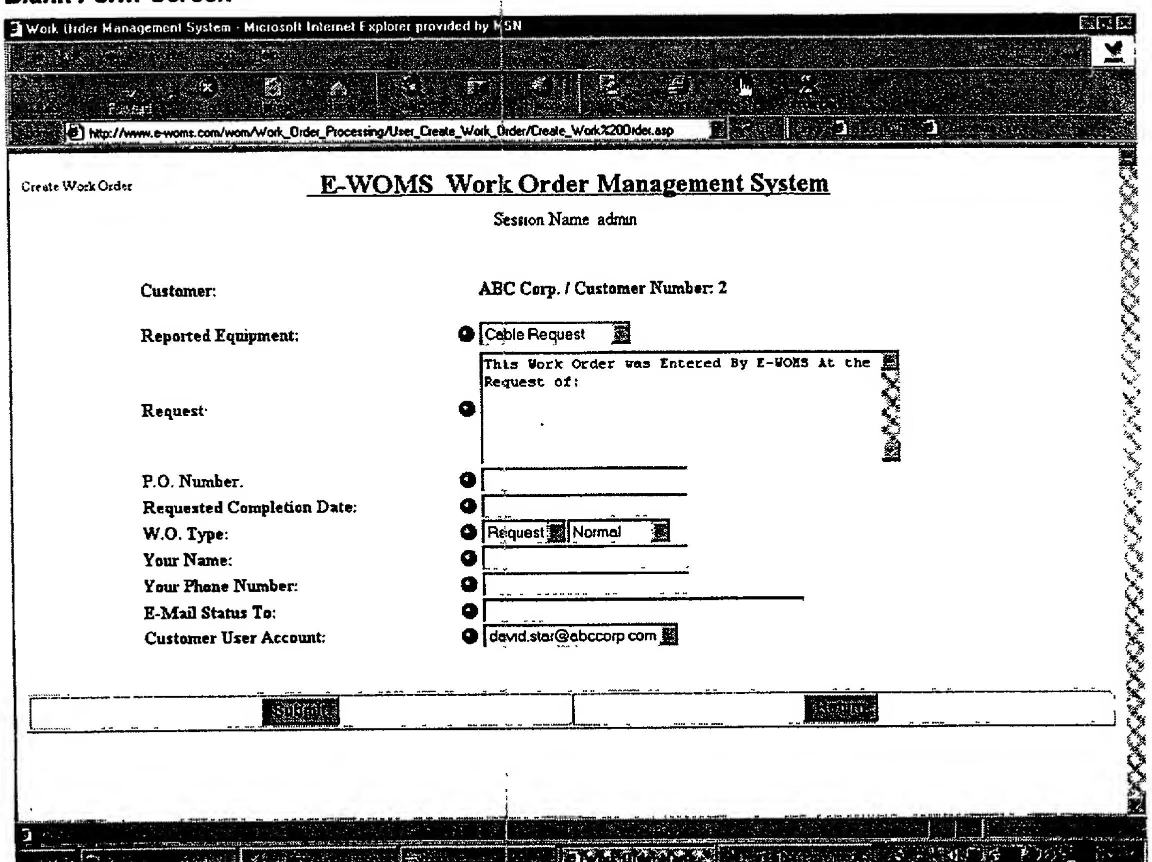


FIG. 82

Create New Work Order:
Customer Selection Screen

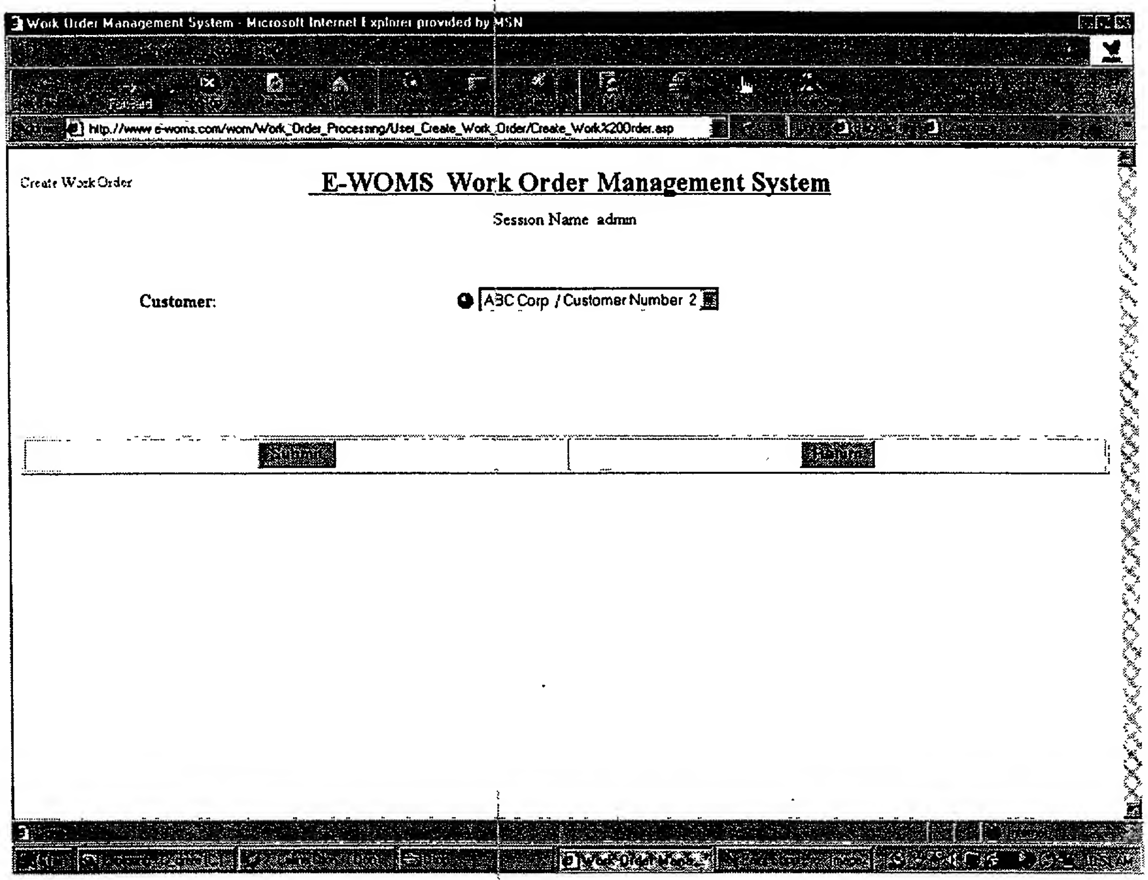


FIG. 80

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Customer	This drop-down menu allows the vendor to select which one of their Customers is requesting that the work order be entered.
Submit Button	The Submit button starts the process of creating a new work order for the selected Customer.
Return Button	The Return button returns the Vendor to the Main Menu screen without creating a new work order for a Customer.

FIG. 81

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Customer	This displays the Customer name selected in the previous screen. This is the Customer on whose behalf the work order is being submitted.
Reported Equipment	This pull down list displays all the equipment that the Vendor has identified as available for having a work order created or submitted. Other equipment may be present, but if the Vendor has not identified it as a work order item, a work order may not be created or submitted for the equipment.
Request:	This is a text description of the work order request. It usually describes any problems or information that will assist in completing the work order. The text "This Work Order was Entered by [Vendor Name] at the Request of:" will always appear; the Vendor employee should enter the name of the person who is requesting that the work order be created.
P.O. Number:	This is the purchase order number from the customer. No work order submission can occur without a purchase order. If the Purchase Order is a verbal PO, the Customer should enter their initial in the P.O. Number field.
Requested Completion Date:	If there is a requested completion date for the work order, it is entered here.
W.O. Type:	This drop down list is used to indicate the type of work order being submitted. The options are "Request" and "Repair". The second field drop down list is used to indicate the nature of the work order. The options are "Normal" and "Emergency".
Your Name:	This is the name of the person requesting the work order, or with knowledge of the problem.
Your Phone Number:	This is the phone number of the person requesting the work order, or with knowledge of the problem. This is included in case additional information may be necessary.
E-Mail Status to:	This is the e-mail address of the person who should receive any change of status notifications. This is usually (but not always) the person who would normally submit the work order.
Submit:	Clicking on the Submit button once the form is completed will complete the work order submission.
Return:	Clicking on the Return button will return the user to the Main Menu without submitting the work order request

FIG. 83

Create New Work Order:
Completed Form Screen

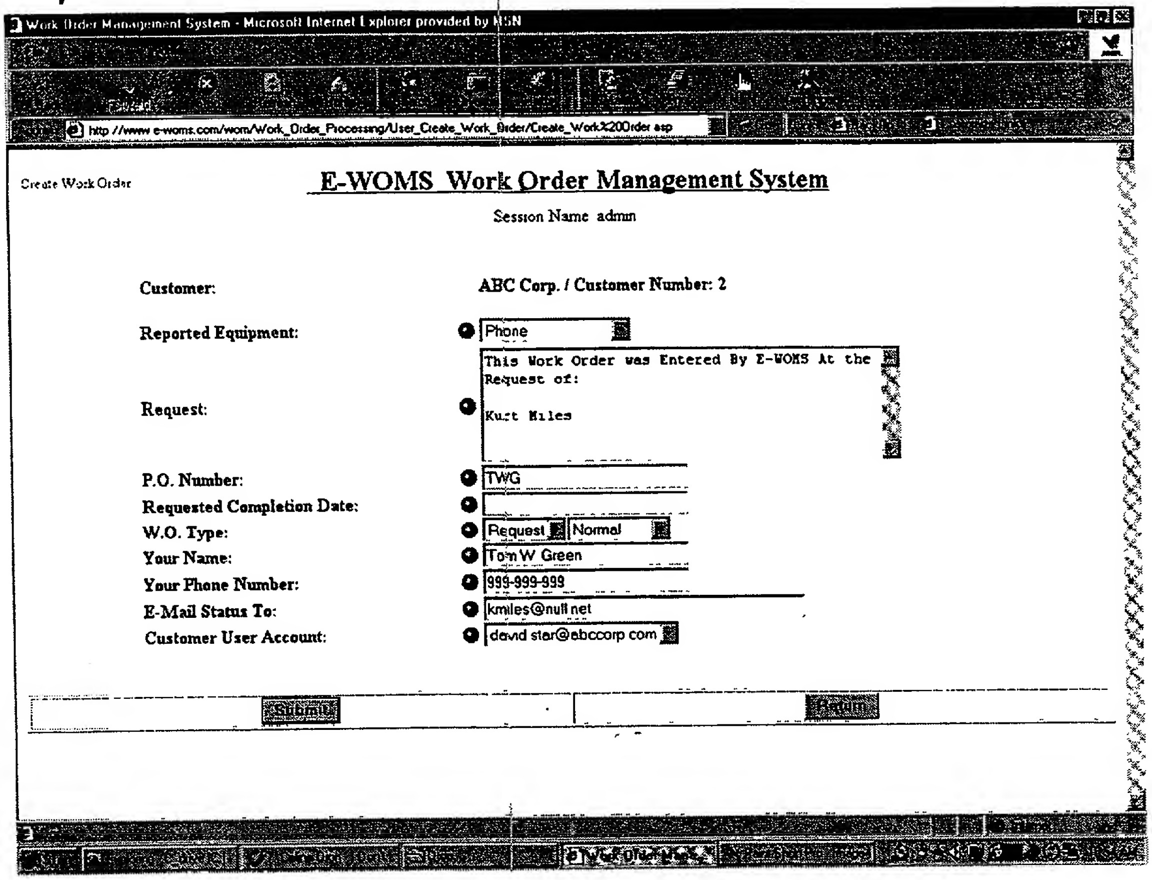


FIG. 84

System Information on Main Menu:
Action taken at user request Screen

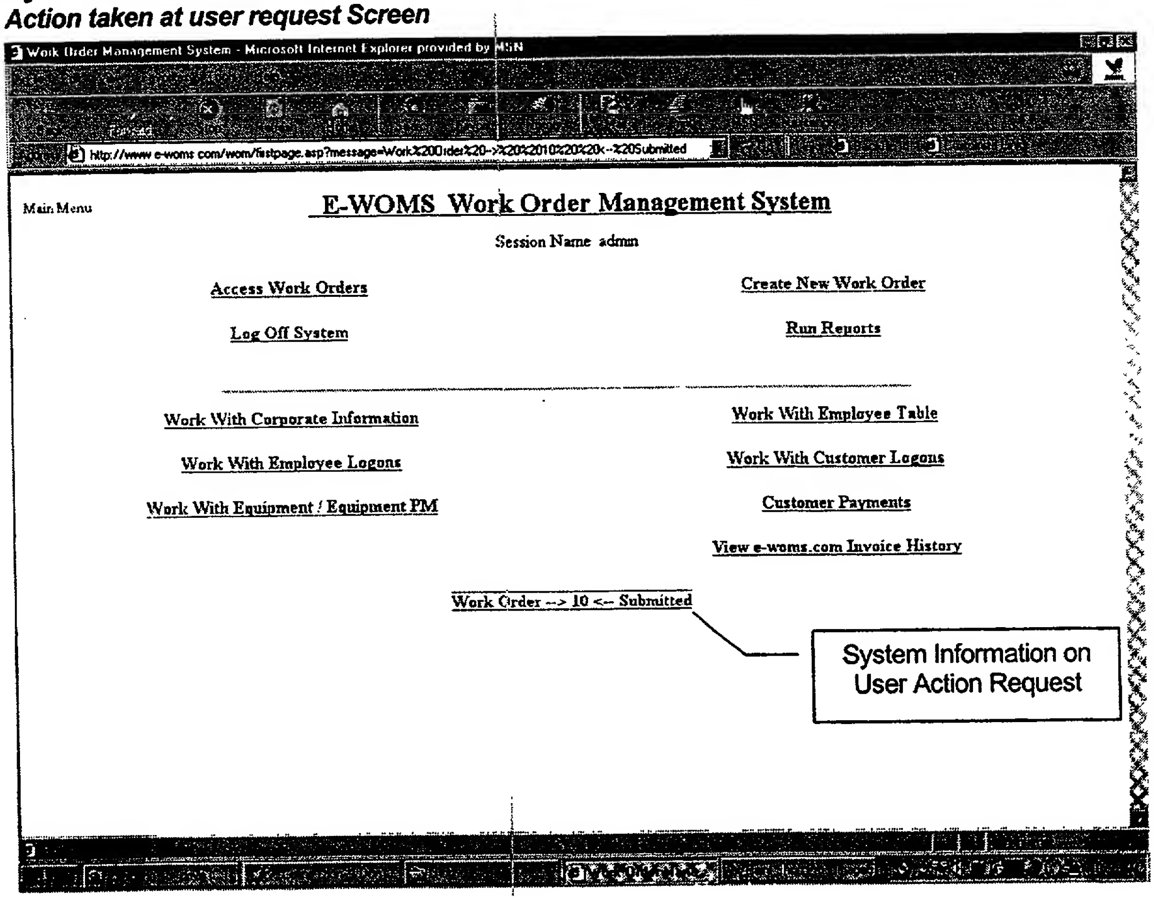


FIG. 85

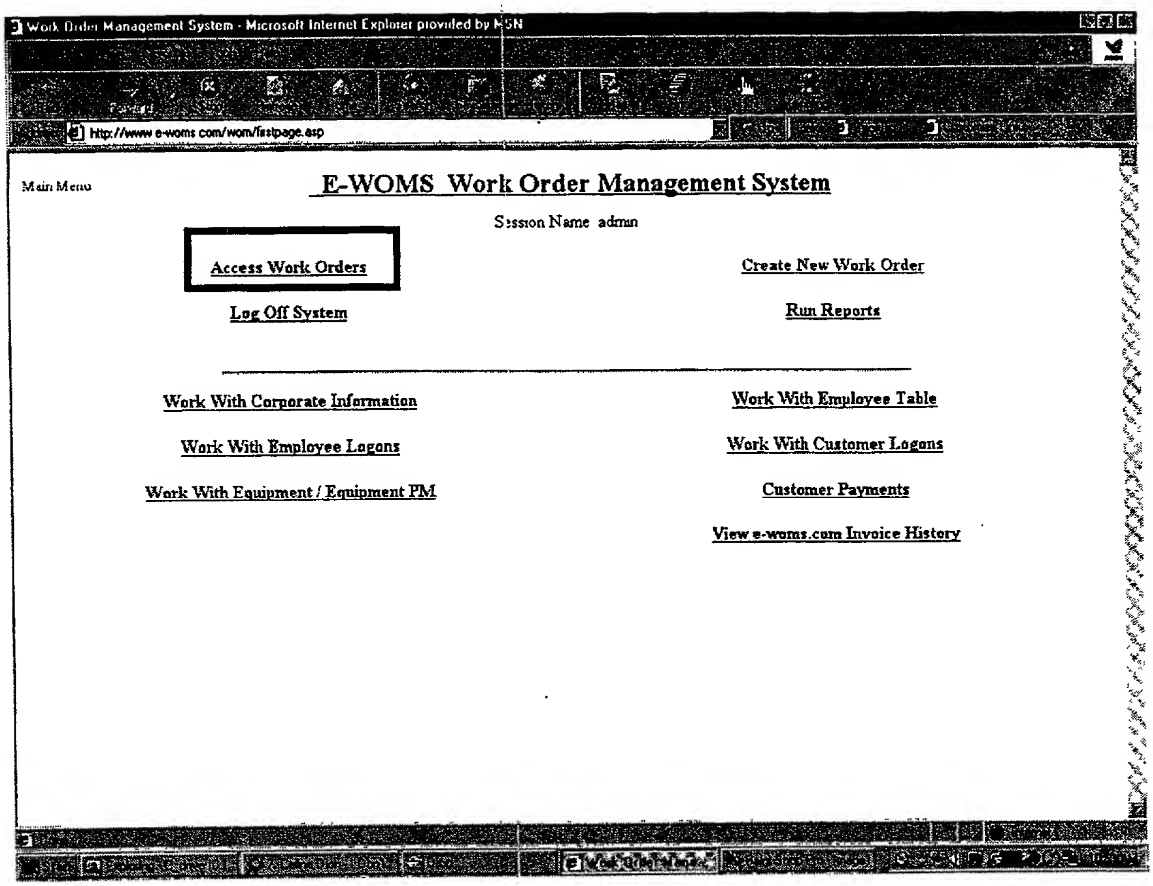


Fig 86

Access Work Orders:

Work Order Screen: Open Work Orders Only

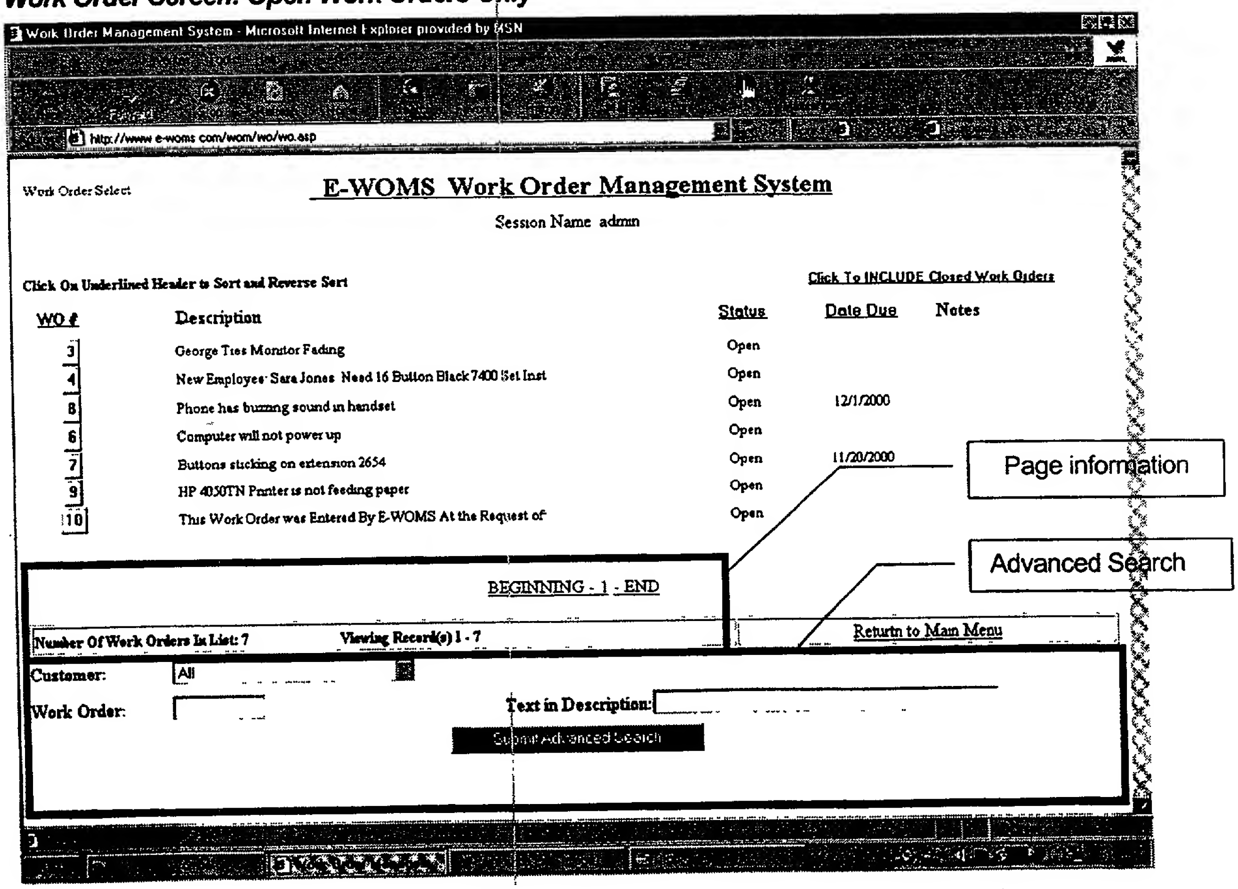


FIG 87

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Click to INCLUDE Closed Work Orders	To display CLOSED work orders as well as open work orders, click on this link.
WO #	Work Order number. Clicking on a work order number will open the work order for the Vendor to review or modify. For a description of the fields in the work orders, please see the section on Create New Work Order, page 6.
Description	Short description of the work order – usually the first 40 characters of the work order task.
Status	Status of work order – Open or Closed
Date Due	When the work order is requested or scheduled to be completed.
Notes	Entries by the Vendor on the current state of the work order, any notes applying to the work orders or any other text information.
Page Information	This lists how many work orders there are (the application lists 8 at a time), and which ones the Vendor is viewing. Using the navigation line, the Vendor can move back and forth through the list to locate and review any work order in their database.
Return to Main Menu	This returns the Vendor to the Main Menu.
Advanced Search	This area allows the Vendor to search the work order database with specific criteria to find one or more work orders. It is discussed in more detail on page 51.

FIG. 88

Access Work Orders:
Work Order Screen: Open and Closed Work Orders

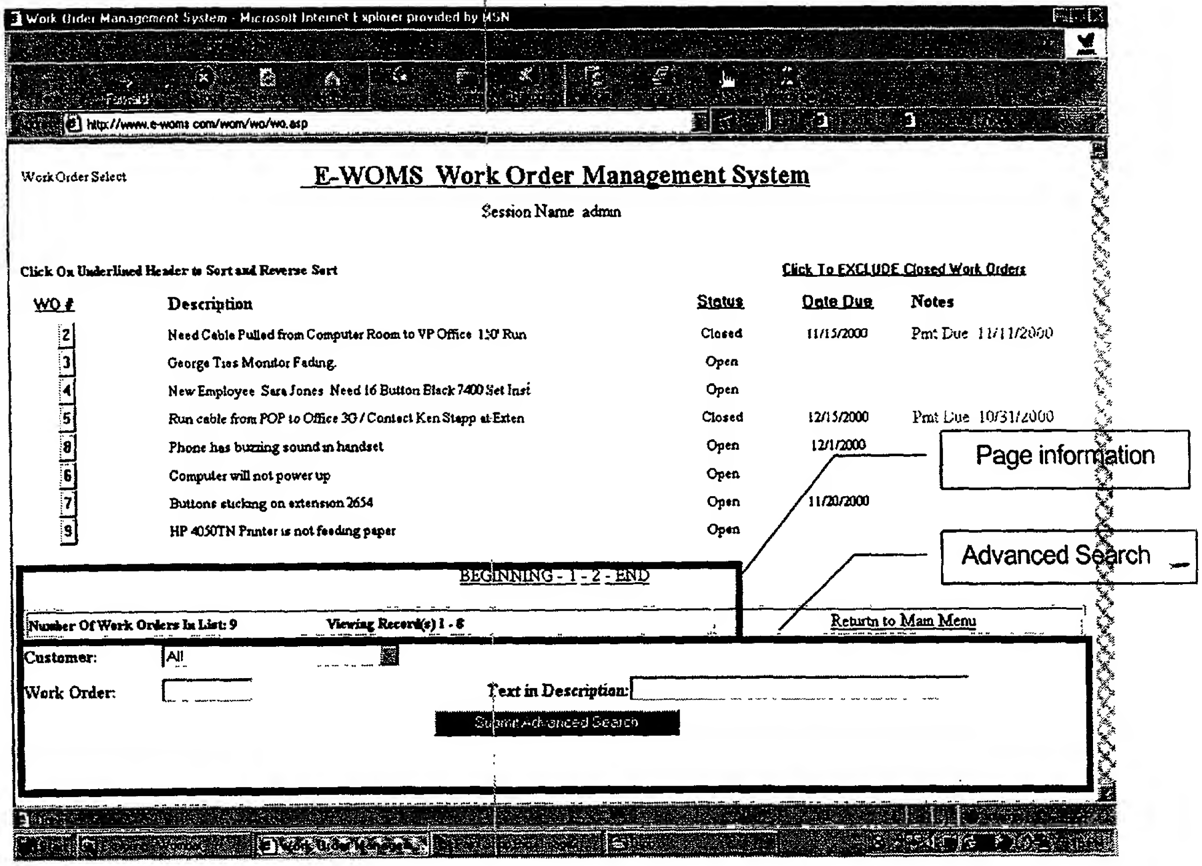


FIG. 89

Access Work Orders:
Advanced Search Result Screen

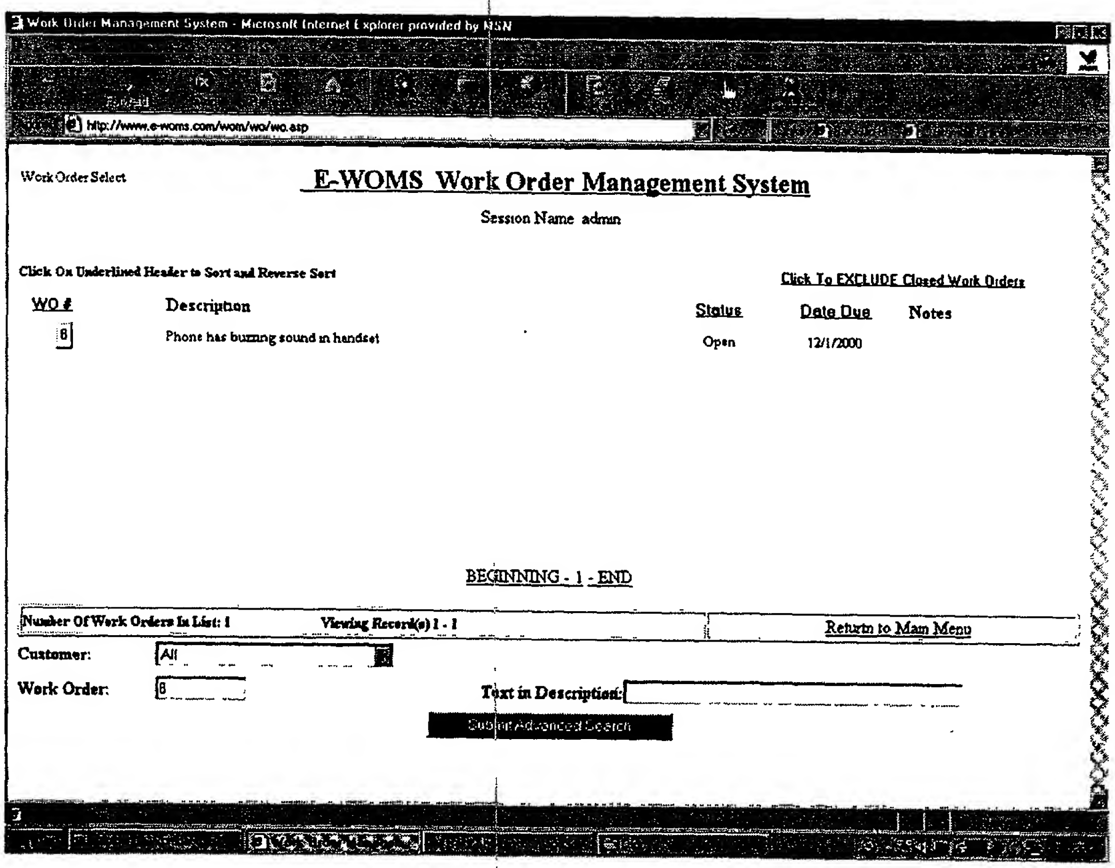


FIG. 93

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Click to EXCLUDE Closed Work Orders	To display only OPEN work orders, click on this link.
WO #	Work Order number. Clicking on a work order number will open the work order for the Vendor to review or modify. For a description of the fields in the work orders, please see the section on Create New Work Order, page 6.
Description	Short description of the work order – usually the first 40 characters of the work order task.
Status	Status of work order – Open or Closed
Date Due	When the work order is requested or scheduled to be completed.
Notes	Entries by the Vendor on the current state of the work order, any notes applying to the work orders or any other text information.
Page Information	This lists how many work orders there are (the application lists 8 at a time), and which ones the Vendor is viewing. Using the navigation line, the Vendor can move back and forth through the list to locate and review any work order in their database.
Return to Main Menu	This returns the Vendor to the Main Menu.
Advanced Search	This area allows the Vendor to search the work order database with specific criteria to find one or more work orders. It is discussed in more detail on page 51.

Fig. 90

Access Work Orders:

Work Order Screen: Advanced Search

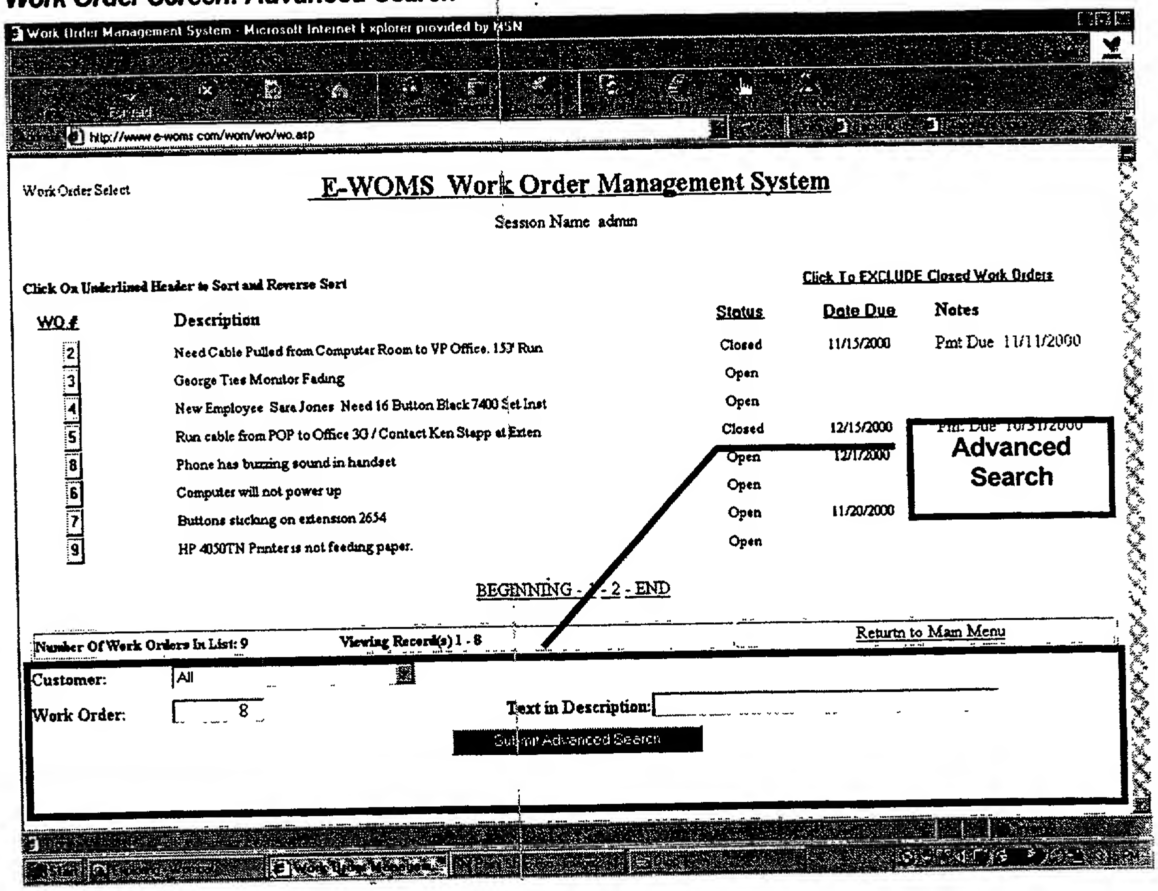


FIG. 91

Submit Advanced Search	This button submits the search to the application. It starts the search using the criteria in the fields below.
Customer	This drop-down menu allows the Vendor to pick which Customer work orders to search.
Work Order	If the work order number is known, listing it here will bring up that work order line on the Work Order Screen.
Text in Description	If the vendor is looking a specific text description or term in the work order description, the Vendor can list the word here and the application will search the work order description fields for any work order that contain those words. It will only search in the records that match the search setting. For example, if only Closed Work Orders are selected, it will only search for the text in closed work orders, and will not look in Open or Cancelled work orders.

FIG. 92

Access Work Orders:
Work Order Screen

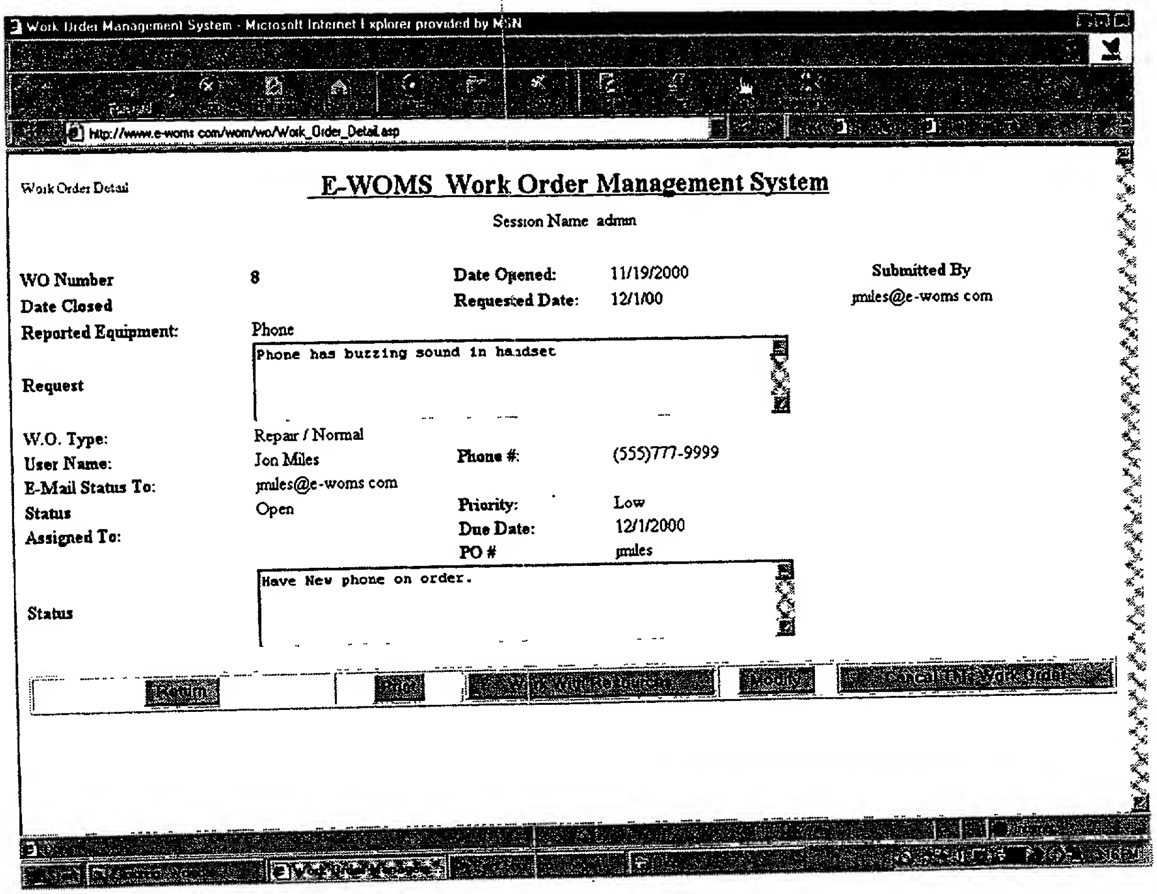


FIG. 94

Access Work Orders:
Work Order Resource Detail Screen

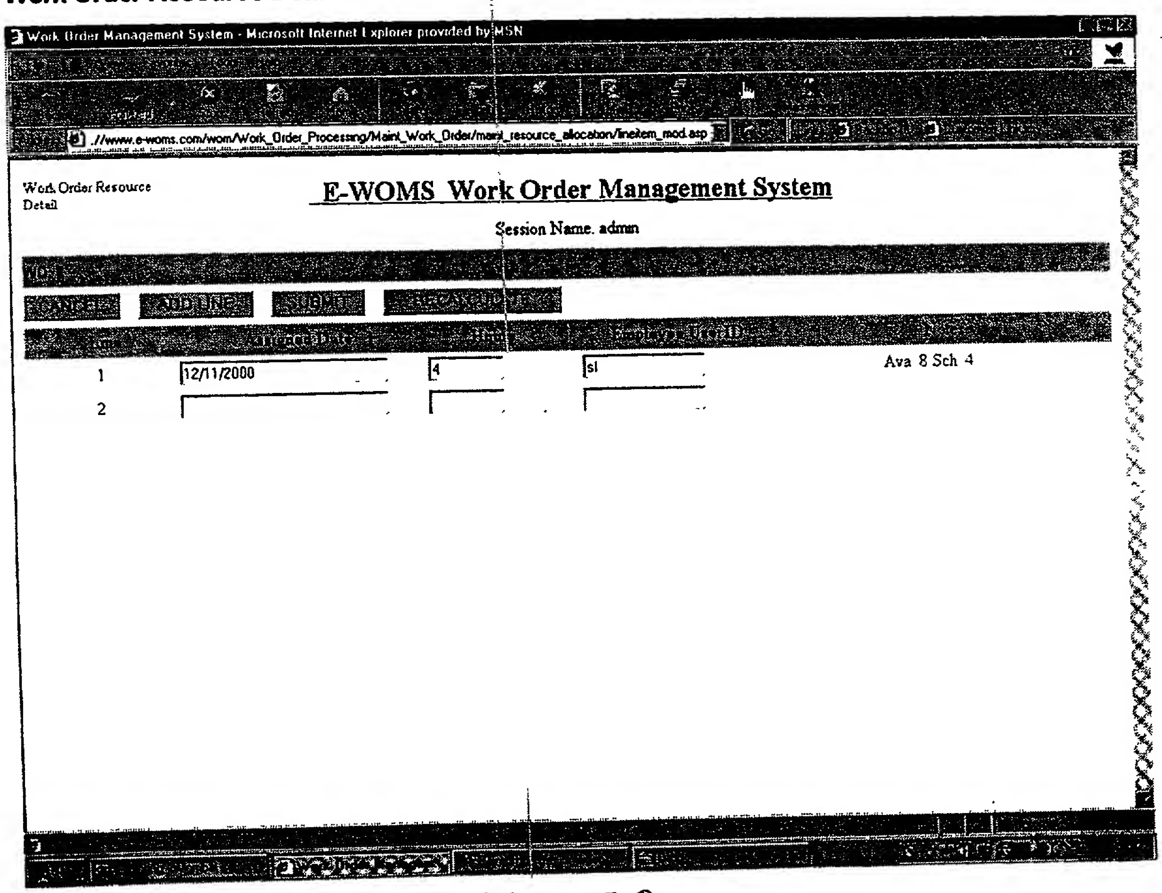
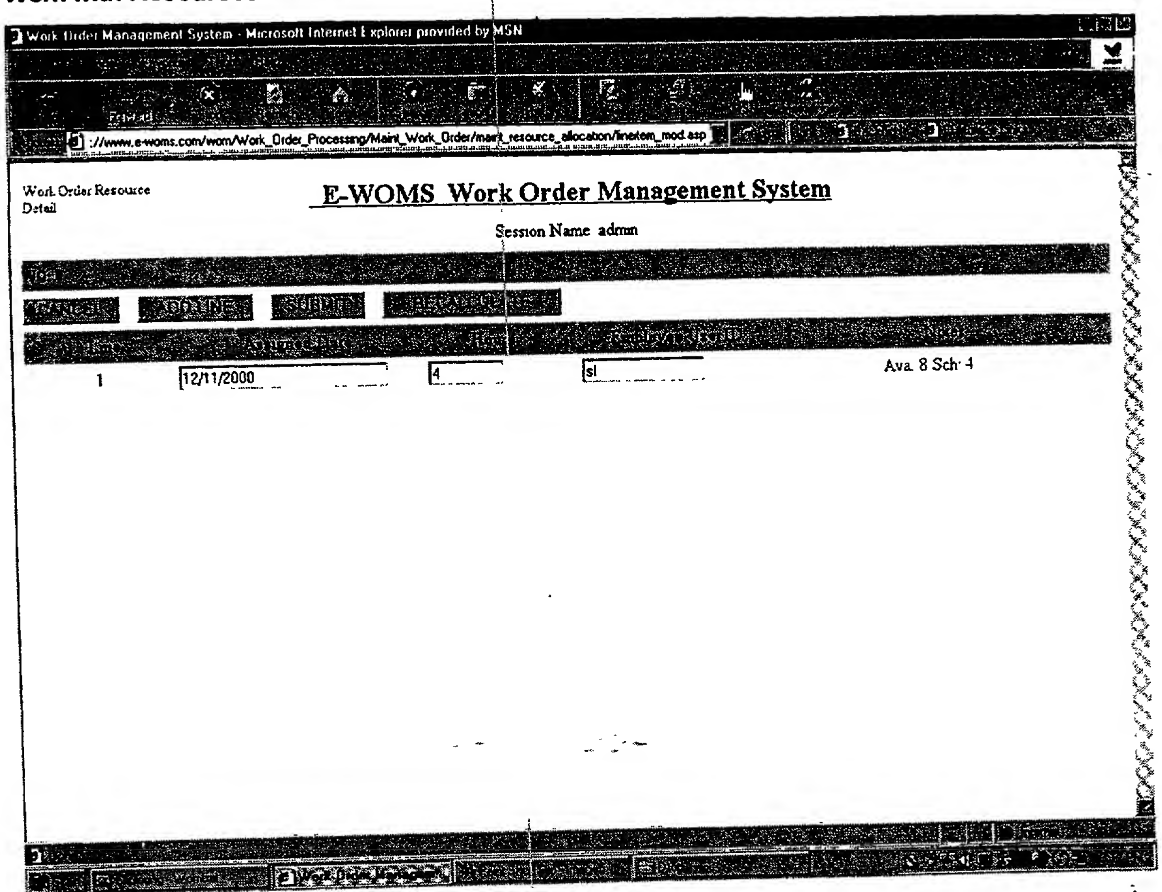


FIG. 98

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
W.O. Number:	This is the Work Order Number assigned by the system when the work order was opened.
Date Opened	This is the date the work order was opened.
Submitted By:	This is the name of the person who submitted the work order, or on whose behalf the work order was submitted.
Date Closed	This is the date the work order was closed.
Requested Date:	If there is a requested completion date for the work order, it is shown here.
Reported Equipment	This pull down list displays all the equipment that the Vendor has identified as available for having a work order created or submitted. Other equipment may be present, but if the Vendor has not identified it as a work order item, a work
Request:	This is a text description of the work order request. It usually describes any problems or information that will assist in completing the work order. The text "This Work Order was Entered by [Vendor Name] at the Request of:" will always appear; the Vendor employee should enter the name of the person who is requesting that the work order be created.
W.O. Type:	This is used to indicate the type of work order being submitted. The options are "Request" and "Repair", and either "Normal" or "Emergency". The second field drop down list is used to indicate the nature of the work order. The options are "Normal" and "Emergency".
User Name:	This is the name of the person requesting the work order, or with knowledge of the problem.
Phone #:	This is the phone number of the person requesting the work order, or with knowledge of the problem. This is included in case additional information may be necessary.
E-Mail Status to:	This is the e-mail address of the person who should receive any change of status notifications. This is usually (but not always) the person who would normally submit the work order.
Status	Provides the status of the work order (Open, Closed, Cancelled)
Priority	Provided the priority of the work order (Low, Medium, High)
Assigned To	Indicates to whom the work order was assigned.
Due Date	Indicates the date the work order is to be completed.
P.O. Number:	This is the purchase order number from the customer. No work order submission can occur without a purchase order. If the Purchase Order is a verbal PO, the Customer should enter their initial in the P.O. Number field.
Status Details	Any notes added by the Vendor regarding the status or details of the work order for the Customer's information.
Return:	Clicking on the Return button will return the user to the Main Menu without submitting the work order request.
Print	The Print Button causes the screen to print on the default printer.
Work With Resources	This button brings up a list of available resources and allows the Vendor to make and modify assignments.
Modify	This button opens a screen which allows the Vendor to modify information in the work order.
Cancel This Work Order	This button cancels this work order.

FIG. 95

Access Work Orders:
Work with Resources Screen



FIG, 96

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
W.O. Number:	This is the Work Order Number assigned by the system when the work order was opened.
Cancel	This option returns the user to the previous page with no further action
Add Line	This adds a resource line to the screen.
Submit	This submits the resource schedule to the system to be added to the work order record.
Recalculate	This recalculates and redisplays the screen with any scheduling notes.
Line	Indicates the line number.
Assigned Date	Indicates when a resource is assigned to the job.
Hours	This field is for entering the estimated number of hours the resource will be using on this work order.
Employee User ID	This is where the Employee ID of the assigned resource is entered.
Notes	System notes. Indicates how many hours are available for this resource, ho may hours have been scheduled, if the number of hours scheduled exceed the availability, or if the work is scheduled on a weekend.

FIG. 97

Access Work Orders:
Work Order Resource Detail Screen, Con't.

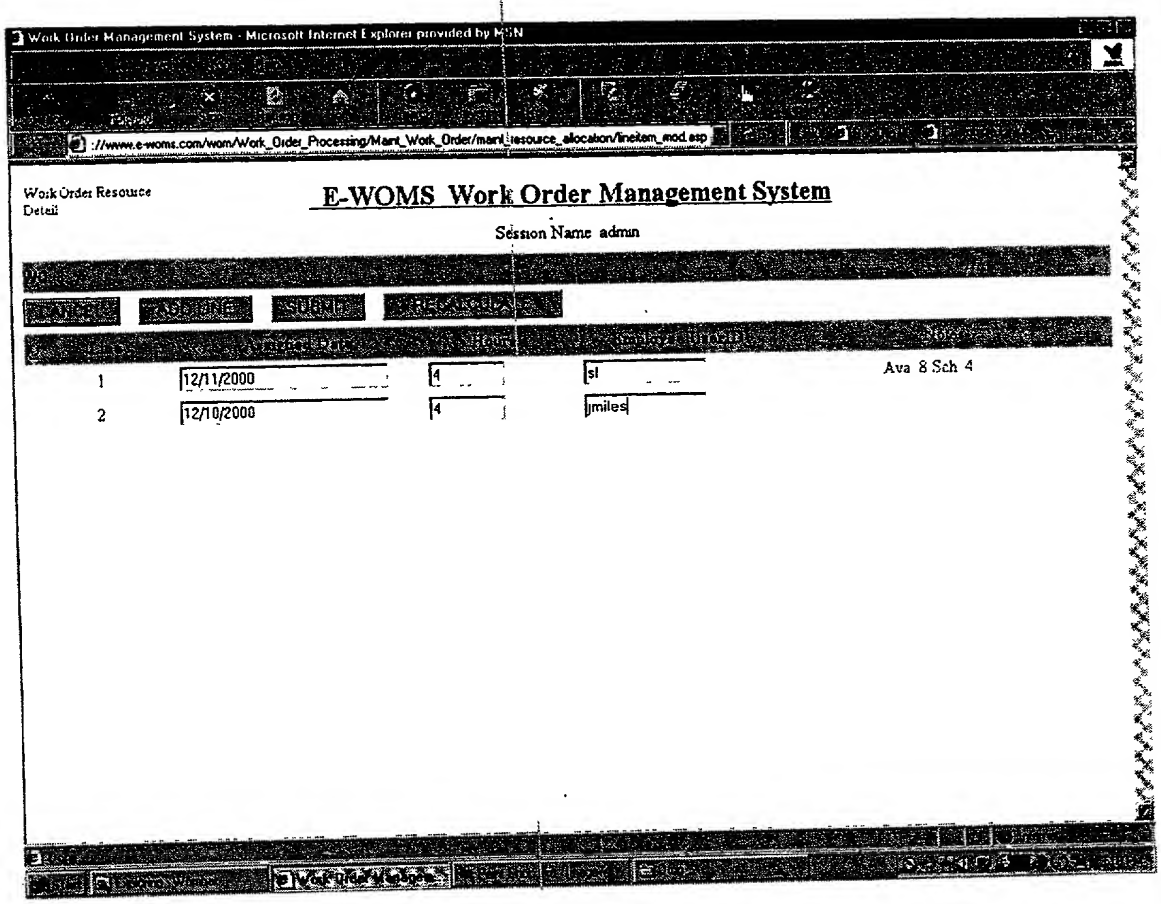


FIG. 99

Access Work Orders:
Work Order Resource Detail Screen, Recalculated

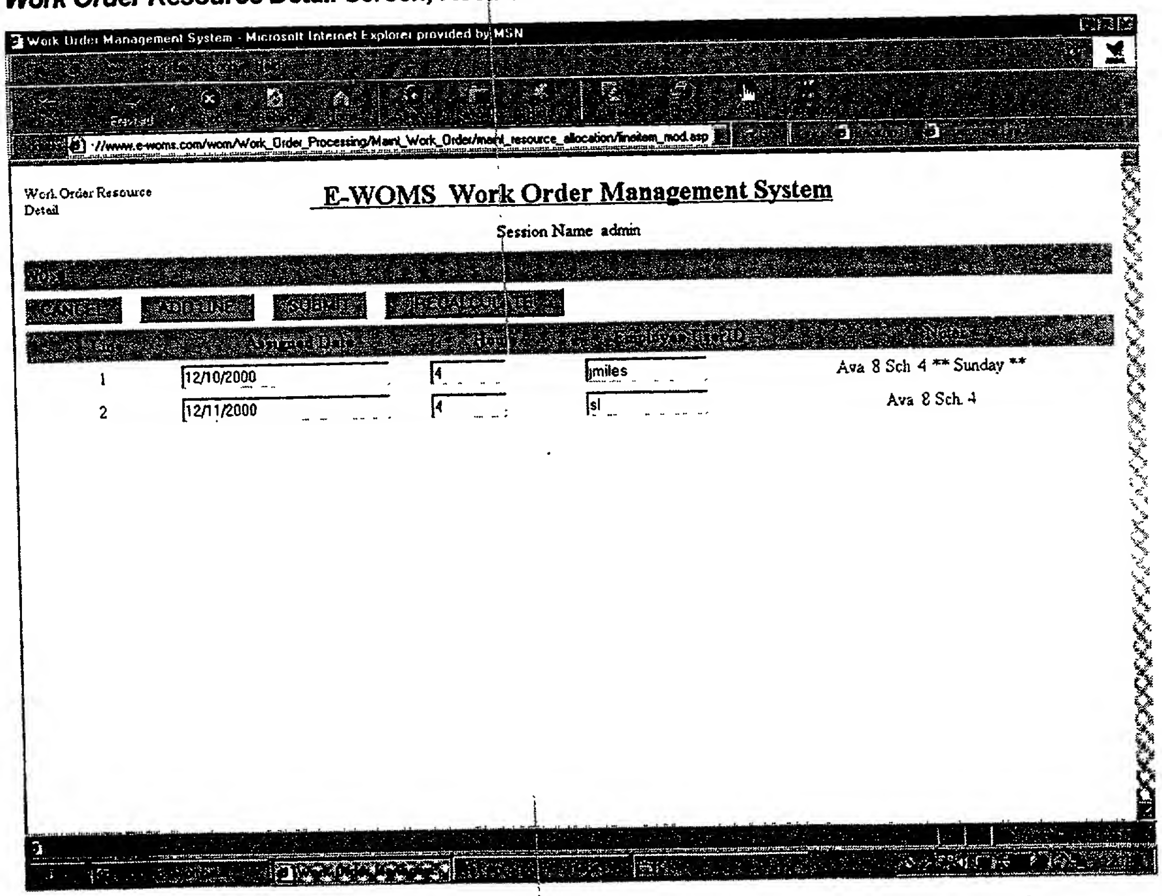


FIG. 100

Access Work Orders:
Updated Work Order Detail Screen

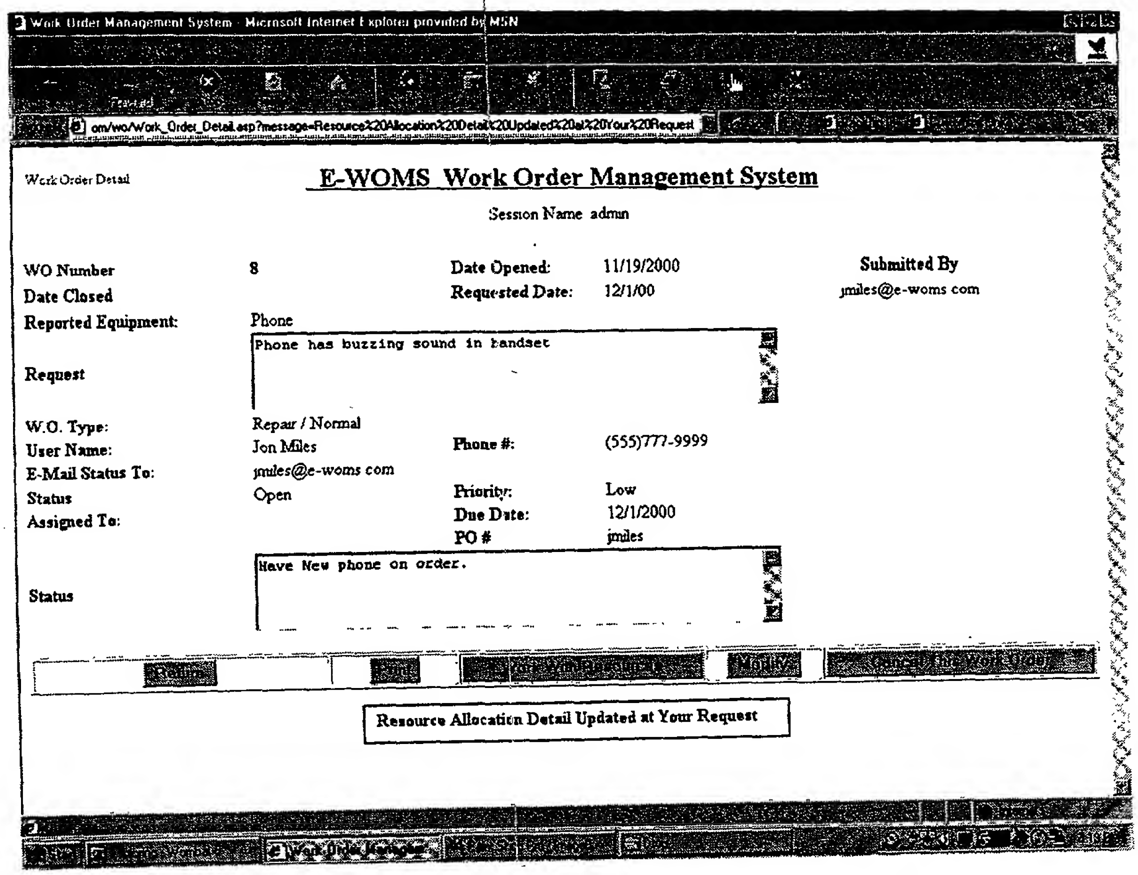


FIG. 101

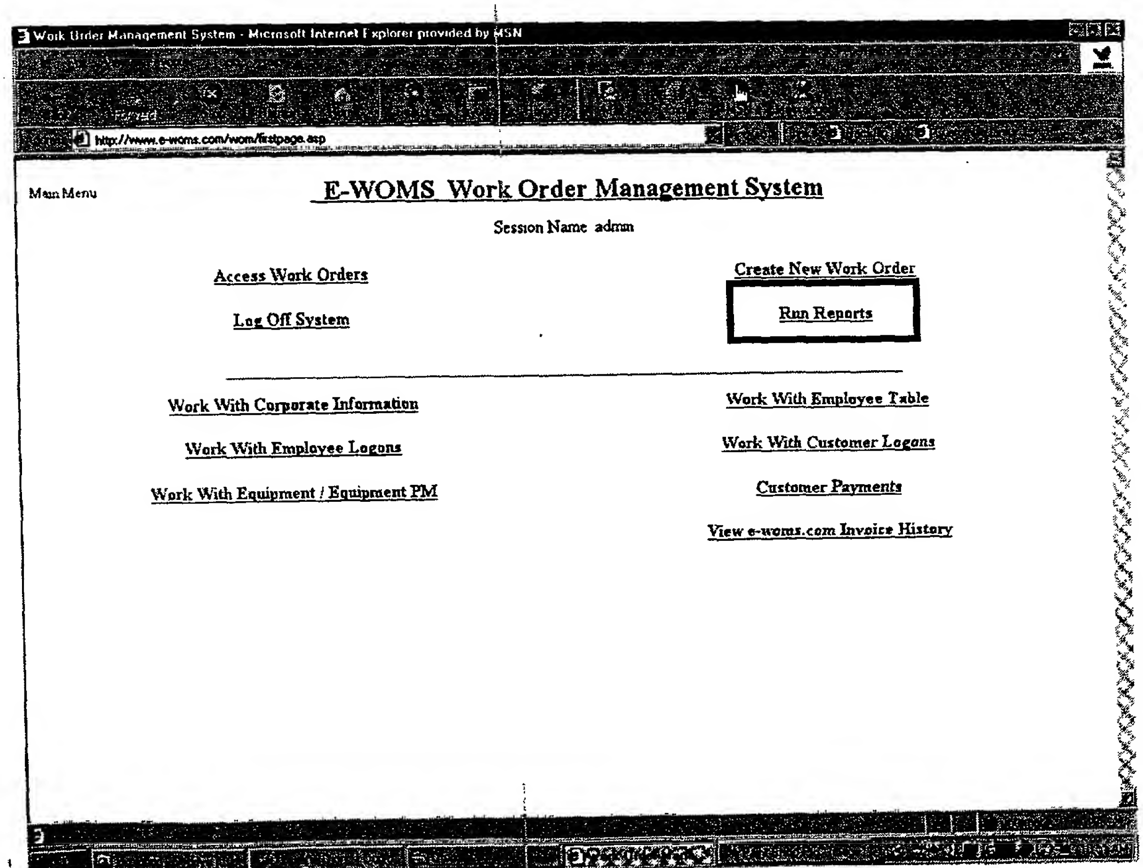


FIG. 104

Access Work Orders:
Modify Work Order Detail Screen

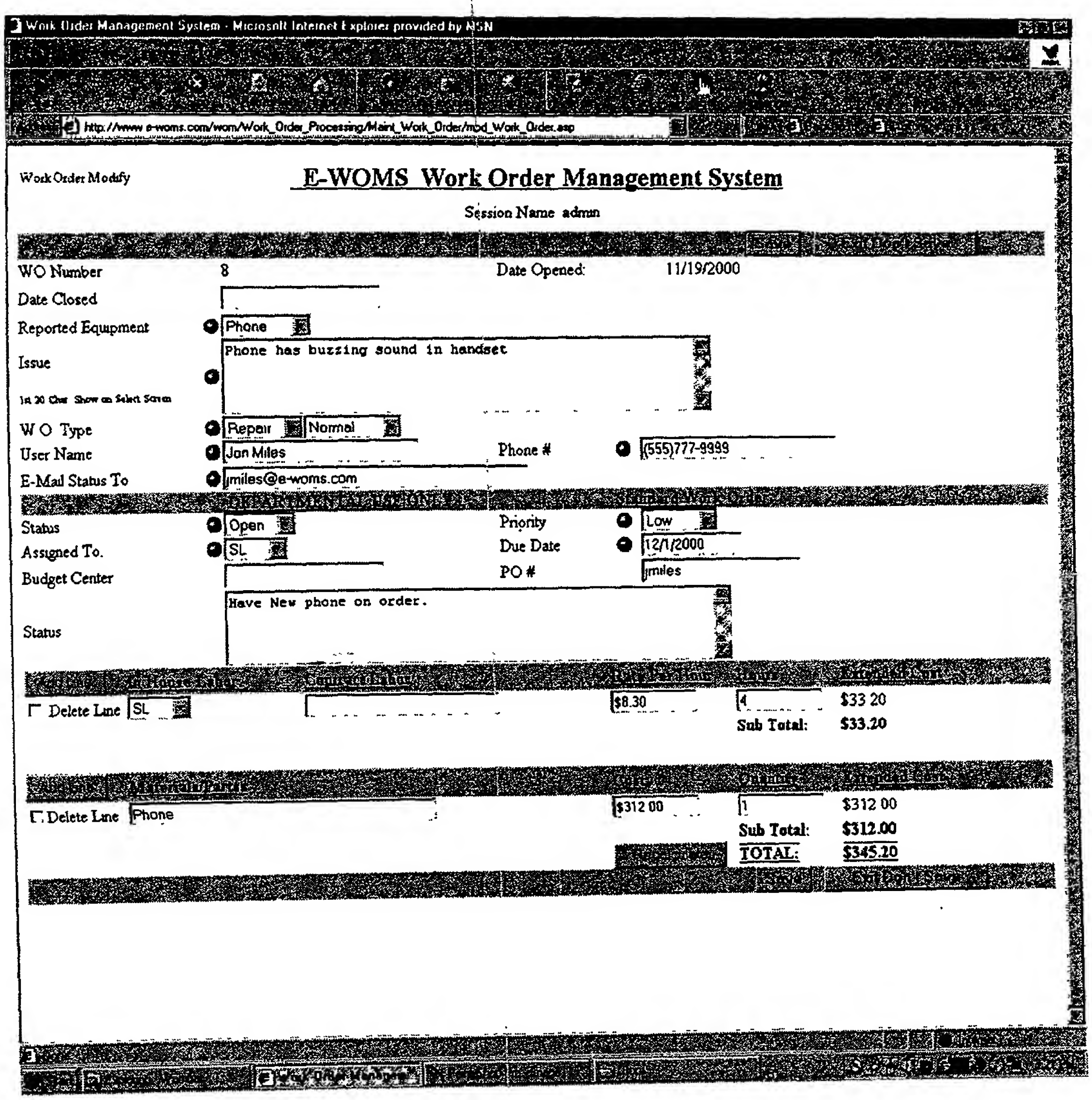


FIG 102

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
W.O. Number:	This is the Work Order Number assigned by the system when the work order was opened.
Save	This button saves the modified work order.

FIG 103

Exit Don't Save	This button returns the user to the previous screen without saving any modifications
Date Opened	This is the date the work order was opened.
Submitted By:	This is the name of the person who submitted the work order, or on whose behalf the work order was submitted.
Date Closed	This is the date the work order was closed.
Requested Date:	If there is a requested completion date for the work order, it is shown here.
Reported Equipment	This pull down list displays all the equipment that the Vendor has identified as available for having a work order created or submitted. Other equipment may be present, but if the Vendor has not identified it as a work order item, a work order may not be created or submitted for the equipment.
Request:	This is a text description of the work order request. It usually describes any problems or information that will assist in completing the work order. The text "This Work Order was Entered by [Vendor Name] at the Request of:" will always appear; the Vendor employee should enter the name of the person who is requesting that the work order be created.
W.O. Type:	This is used to indicate the type of work order being submitted. The options are "Request" and "Repair", and either "Normal" or "Emergency". The second field drop down list is used to indicate the nature of the work order. The options are "Normal" and "Emergency".
User Name:	This is the name of the person requesting the work order, or with knowledge of the problem.
Phone #:	This is the phone number of the person requesting the work order, or with knowledge of the problem. This is included in case additional information may be necessary.
E-Mail Status to:	This is the e-mail address of the person who should receive any change of status notifications. This is usually (but not always) the person who would normally submit the work order.
Status	Provides the status of the work order (Open, Closed, Cancelled)
Priority	Provided the priority of the work order (Low, Medium, High)
Assigned To	Indicates to whom the work order was assigned.
Due Date	Indicates the date the work order is to be completed.
P.O. Number:	This is the purchase order number from the customer. No work order submission can occur without a purchase order. If the Purchase Order is a verbal PO, the Customer should enter their initial in the P.O. Number field.
Status Details	Any notes added by the Vendor regarding the status or details of the work order for the Customer's information.
Add Line	This adds a new line to the labor records.
In House Labor	If the resource is in-house labor (usually an employee), enter their employee ID here. This will trigger a look up of the rate per hour if required. **NOTE: YOU CANNOT HAVE BOTH IN HOUSE LABOR AND CONTRACT LABOR ON THE SAME LINE.**

FIG. 103 (1ST continuation)

Contract Labor	If the resource is contract labor (usually a contractor), enter their Name or other identifying information here. **NOTE: YOU CANNOT HAVE BOTH IN HOUSE LABOR AND CONTRACT LABOR ON THE SAME LINE.**
Rate Per Hour	If this is for in house labor, delete all pre-filled in information and leave the field blank to have the system use the predefined rate for the identified employee. If an amount is filled in, it will be used instead of the default labor rate. If this is for contract labor, enter the labor rate for the contractor. The amount here can be either the rate paid to the contractor, or the rate billed to the client. The Vendor should be consistent with the labor rates entered so they know what they need to put on their invoice when they create them
Hours	The number of hours actually spent on the work order.
Estimated Cost	This is the labor rate times the number of hours.
Delete Line	A check mark here will delete this line from the screen and from the calculations.
Add Line	This adds a new line to the parts and materials records.
Materials/Parts	This field is for a description of the parts or materials used on the work order.
Cost	This is the unit cost for the part or materials used.
Quantity	This is the number of units for each part or material used on the work order.
Extended Cost	This is the unit cost for parts or materials times the quantity of the parts or materials.
Delete Line	A check mark here will delete this line from the screen and from the calculations.
Recalculate	The will cause the screen to recalculate all costs on the screen, and display the total cost of the work order.
Save	This button saves the modified work order.
Exit Don't Save	This button returns the user to the previous screen without saving any modifications

FIG. 103 (2nd continuation)

Run Reports:

Report Menu

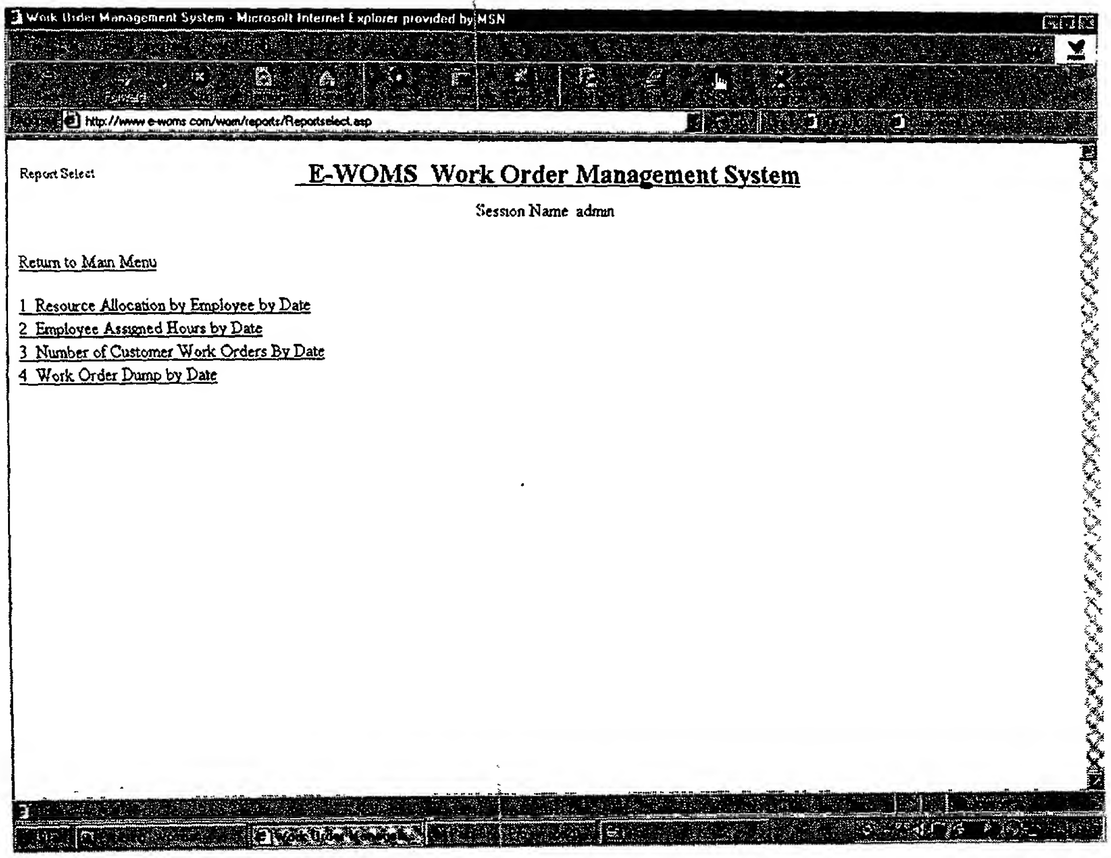


FIG. 105

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Return to Main Menu	Returns the Vendor to the Main Menu with no further activity on this screen.
Report Titles	The four report titles are listed here. Click on a report title to generate that report.

FIG. 106

Run Reports:
Report Period

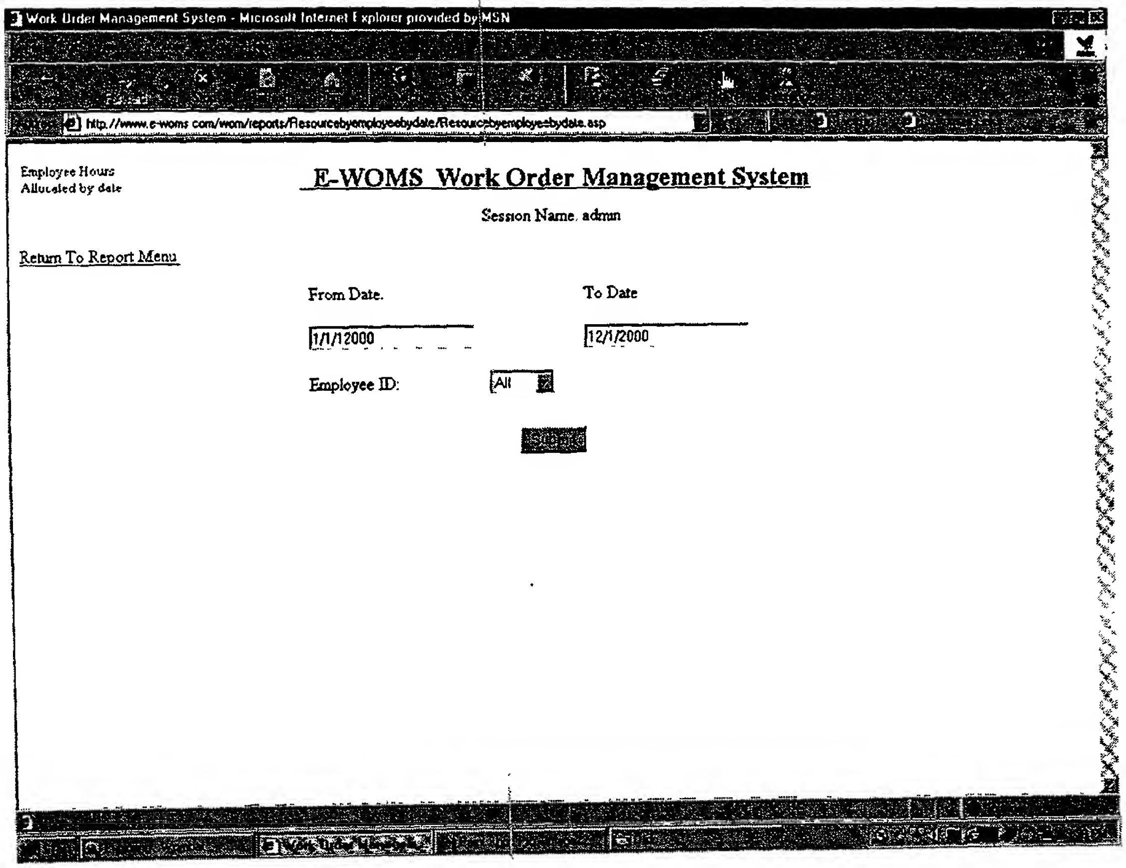


FIG. 107

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Return to Report Menu	Returns the Vendor to the Report Men with no further activity on this screen.
From Date	This is the start date for the report.
To Date	This is the end date of the report.
Employee ID	This option may not appear on every screen. It is intended to allow the Vendor to limit the reports dealing with employee allocation or work to a report on a single, specific employee.
Submit	The Submit button starts the report generation process.

FIG. 108

Run Reports:
Sample Report – Resource Allocation by Employee by Date

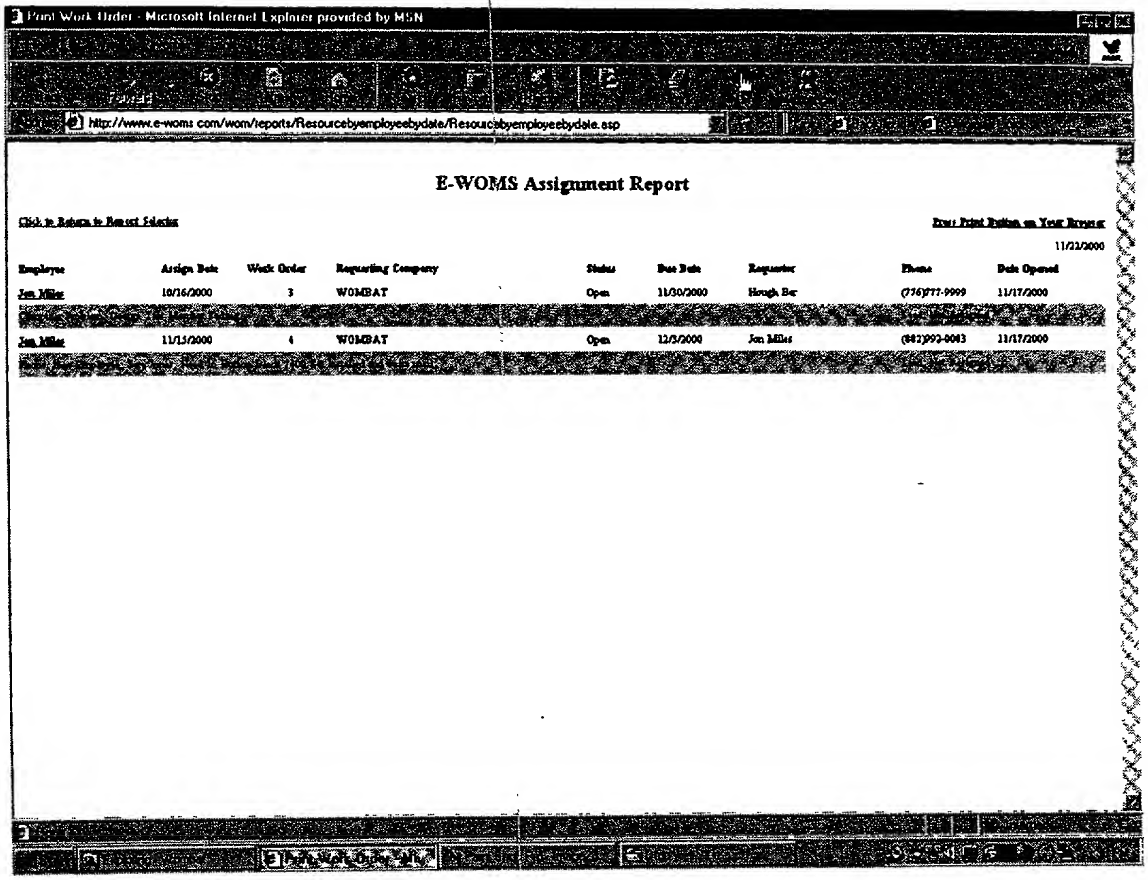


FIG. 109

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Click to Return to Report Selector	Returns the Vendor to the Report Menu with no further activity on this screen.
Press Print Button on Your Browser	Pressing the Print Button on your browser will provide you with a hard copy of the report.

FIG. 110

Run Reports:
Sample Report – Employee Assigned Hours by Date

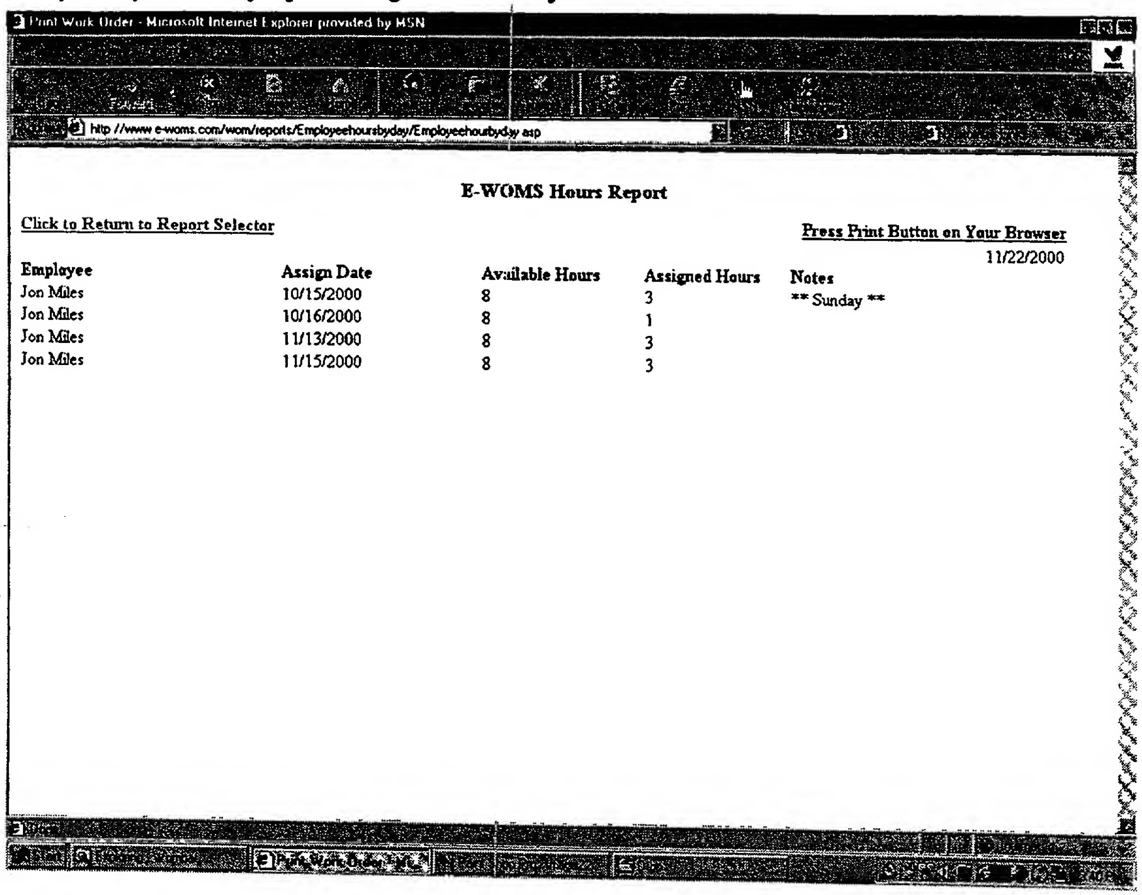


FIG. 111

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Click to Return to Report Selector	Returns the Vendor to the Report Menu with no further activity on this screen.
Press Print Button on Your Browser	Pressing the Print Button on your browser will provide you with a hard copy of the report.

FIG. 112

Run Reports:

Sample Report – Number of Customer Work Orders by Date

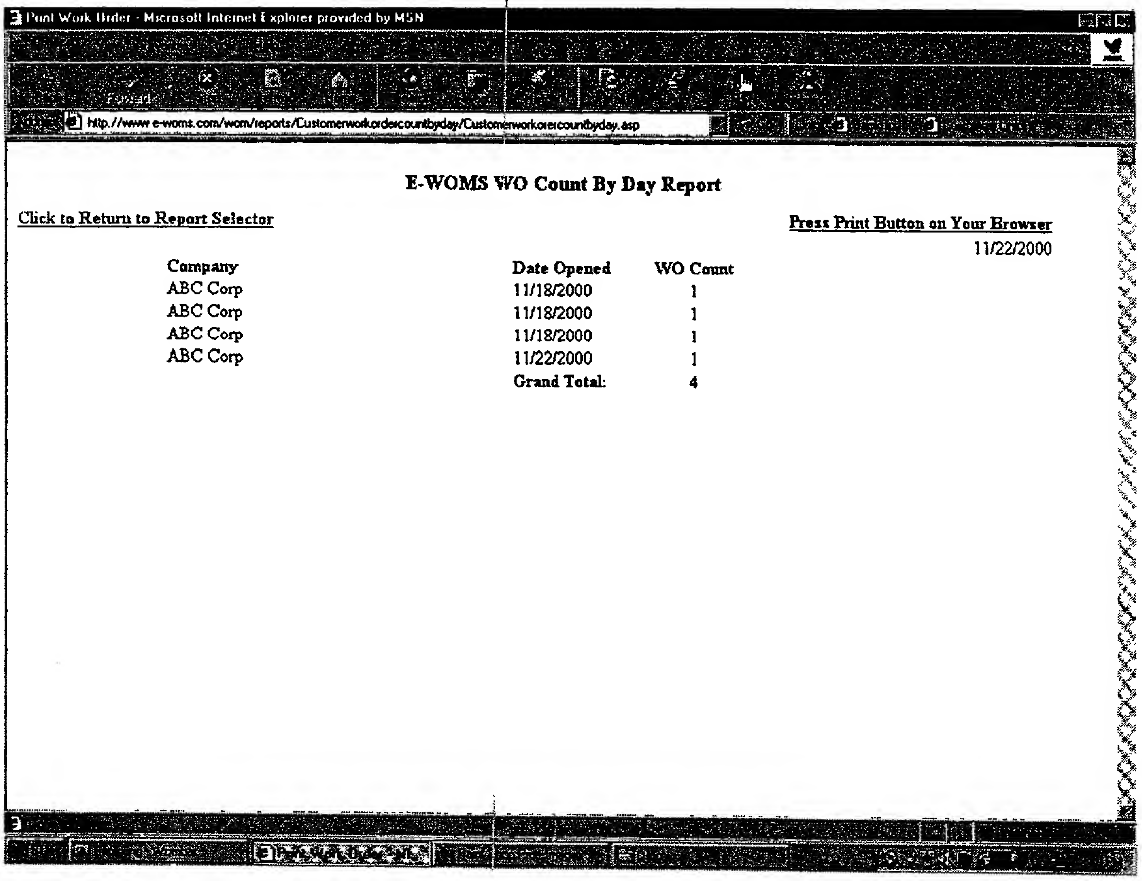
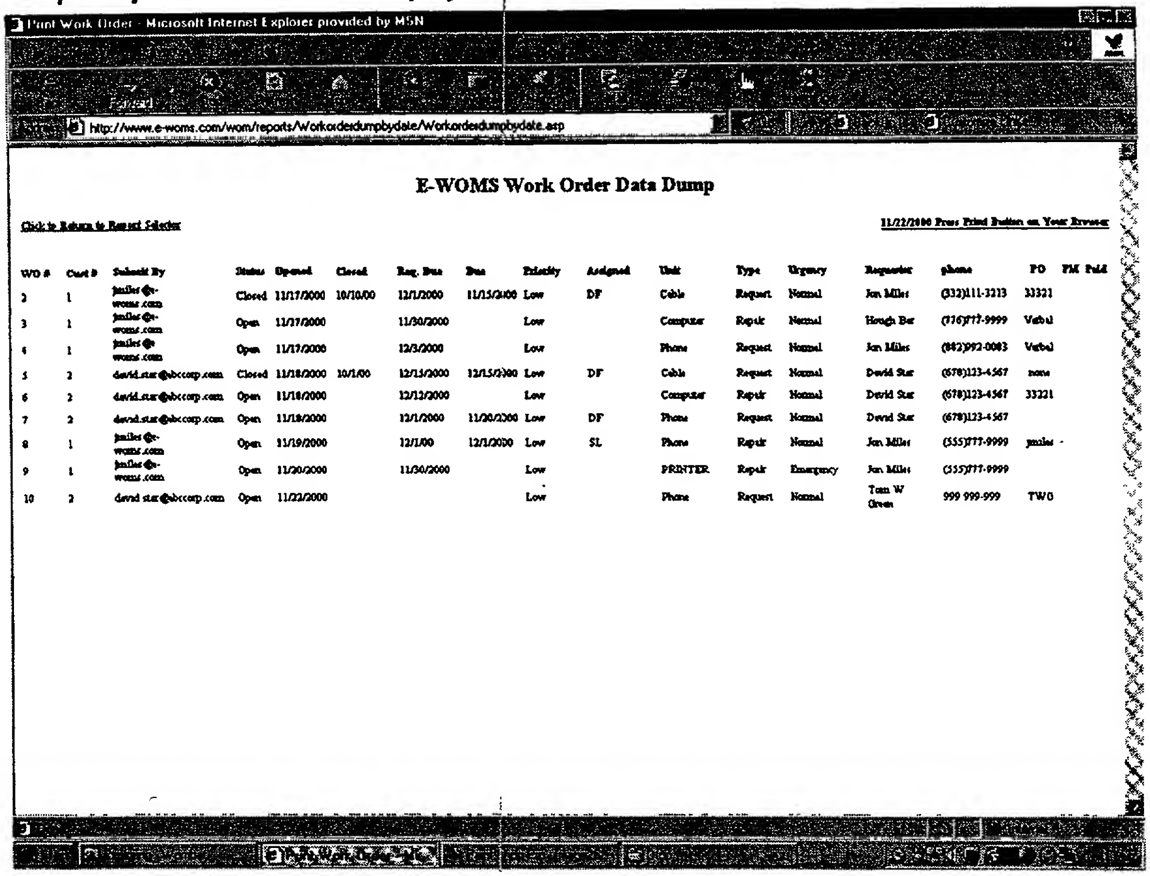


FIG. 113

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Click to Return to Report Selector	Returns the Vendor to the Report Menu with no further activity on this screen.
Press Print Button on Your Browser	Pressing the Print Button on your browser will provide you with a hard copy of the report.

FIG. 114

Run Reports:
Sample Report – Work Order Dump by Date



E-WOMS Work Order Data Dump

Click to Return to Report Selector

11/22/2000 Press Print Button on Your Browser

WO #	Cust #	Submit By	Status	Opened	Closed	Req. Due	Due	Priority	Assigned	Unit	Type	Urgency	Requester	phone	PO	FM Paid
2	1	jmiles@e-woms.com	Closed	11/17/2000	10/10/00	12/1/2000	11/15/2000	Low	DF	Cable	Request	Normal	Jon Miles	(332)111-3213	33321	
3	1	jmiles@e-woms.com	Open	11/17/2000		11/30/2000		Low		Computer	Repair	Normal	Hough Bar	(776)777-9999	Verbal	
4	1	jmiles@e-woms.com	Open	11/17/2000		12/3/2000		Low		Phone	Request	Normal	Jon Miles	(882)992-0083	Verbal	
5	2	david.star@abccorp.com	Closed	11/18/2000	10/1/00	12/15/2000	12/15/2000	Low	DF	Cable	Request	Normal	David Star	(678)123-4567	none	
6	2	david.star@abccorp.com	Open	11/18/2000		12/12/2000		Low		Computer	Repair	Normal	David Star	(678)123-4567	33221	
7	2	david.star@abccorp.com	Open	11/18/2000		12/1/2000	11/20/2000	Low	DF	Phone	Request	Normal	David Star	(678)123-4567		
8	1	jmiles@e-woms.com	Open	11/19/2000		12/1/00	12/1/2000	Low	SL	Phone	Repair	Normal	Jon Miles	(555)777-9999	jmiles -	
9	1	jmiles@e-woms.com	Open	11/20/2000		11/30/2000		Low		PRINTER	Repair	Emergency	Jon Miles	(555)777-9999		
10	2	david star@abccorp.com	Open	11/22/2000				Low		Phone	Request	Normal	Tom W Green	999 999-999	TWO	

FIG. 115

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Click to Return to Report Selector	Returns the Vendor to the Report Menu with no further activity on this screen.
Press Print Button on Your Browser	Pressing the Print Button on your browser will provide you with a hard copy of the report.

FIG. 116

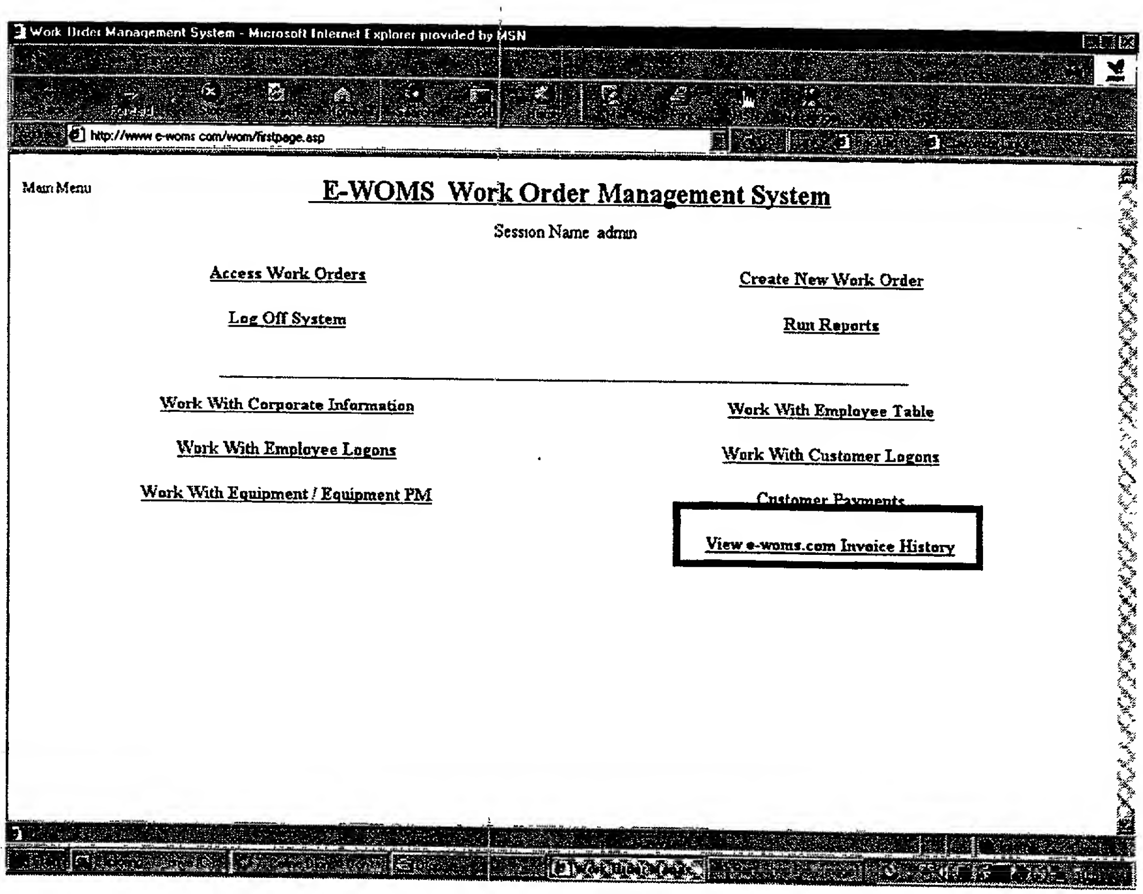

Work Order Management System - Microsoft Internet Explorer provided by MSN
http://www.e-woms.com/wom/firstpage.asp
Main Menu
E-WOMS Work Order Management System
Session Name admin
Access Work Orders
Create New Work Order
Log Off System
Run Reports
Work With Corporate Information
Work With Employee Table
Work With Employee Logons
Work With Customer Logons
Work With Equipment / Equipment PM
Customer Payments
View e-woms.com Invoice History

FIG. 117

View e-woms.com Invoice History:
Invoice History Screen

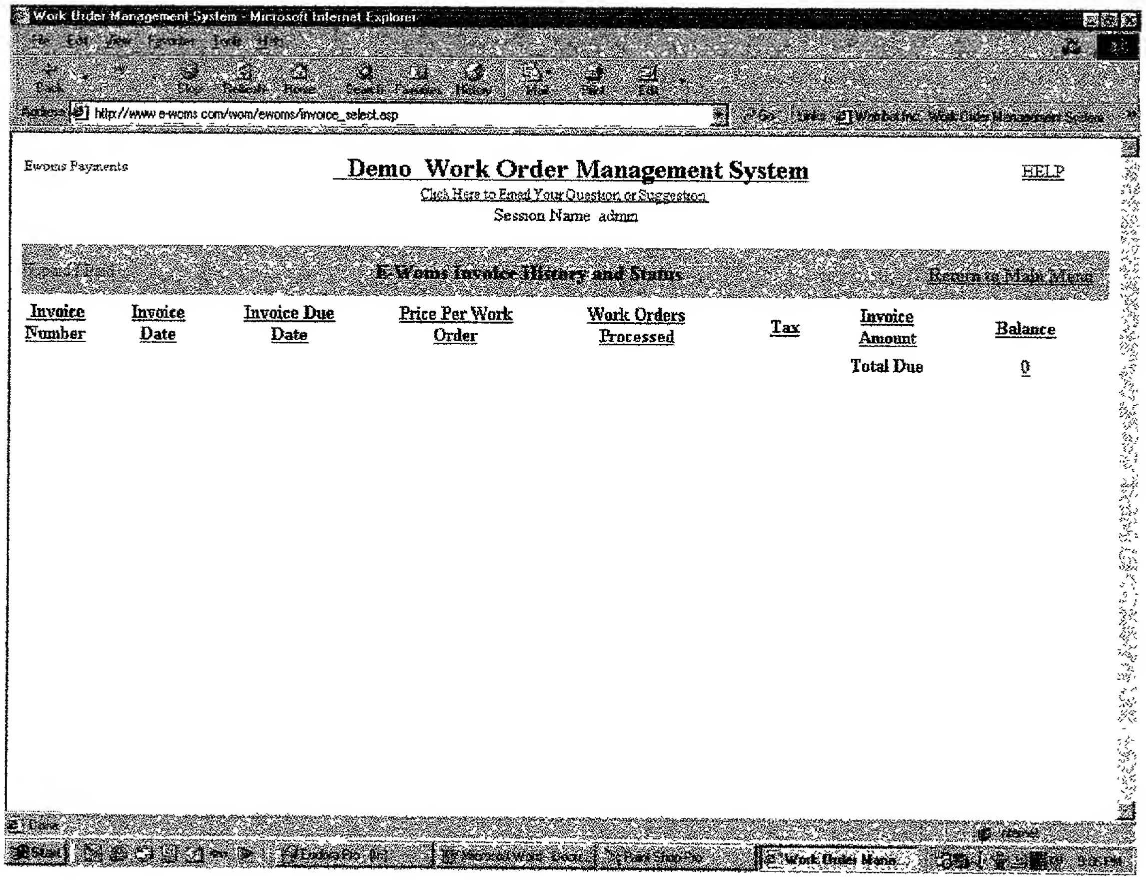


Figure 118

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Session Name:	The Session Name displays the username of the logged in user. This is displayed on all screens.
Unpaid|Paid	The color-coding is used to indicate if payment has been made for an invoice.
Return to Main Menu	Returns the Vendor to the Main Menu Screen with no further activity on this screen.
Invoice Number	Invoice numbers for all invoices submitted by ***WOMBAT, Inc.***, to the Vendor.
Invoice Date	Date of invoices submitted by ***WOMBAT, Inc.***, to the Vendor.
Invoice Due Date	Date payment is due to ***WOMBAT, Inc.***, from the Vendor for the invoice.
Price Per Work Order	Cost for each work order processed.
Work Orders Processed	The number of work orders processed by ***WOMBAT, Inc.***
Tax	Taxes added to Invoice amount. This amount depends on the location of the vendor.
Total Due	Invoice amount due to ***WOMBAT, Inc.*** The color code listed above is used to indicate if the invoice payment has been made.
Balance	The remaining balance owed to ***WOMBAT, Inc.*** after all charges, payments and adjustments have been entered..

Figure 119

View e-woms.com Invoice History:
Invoice Screen

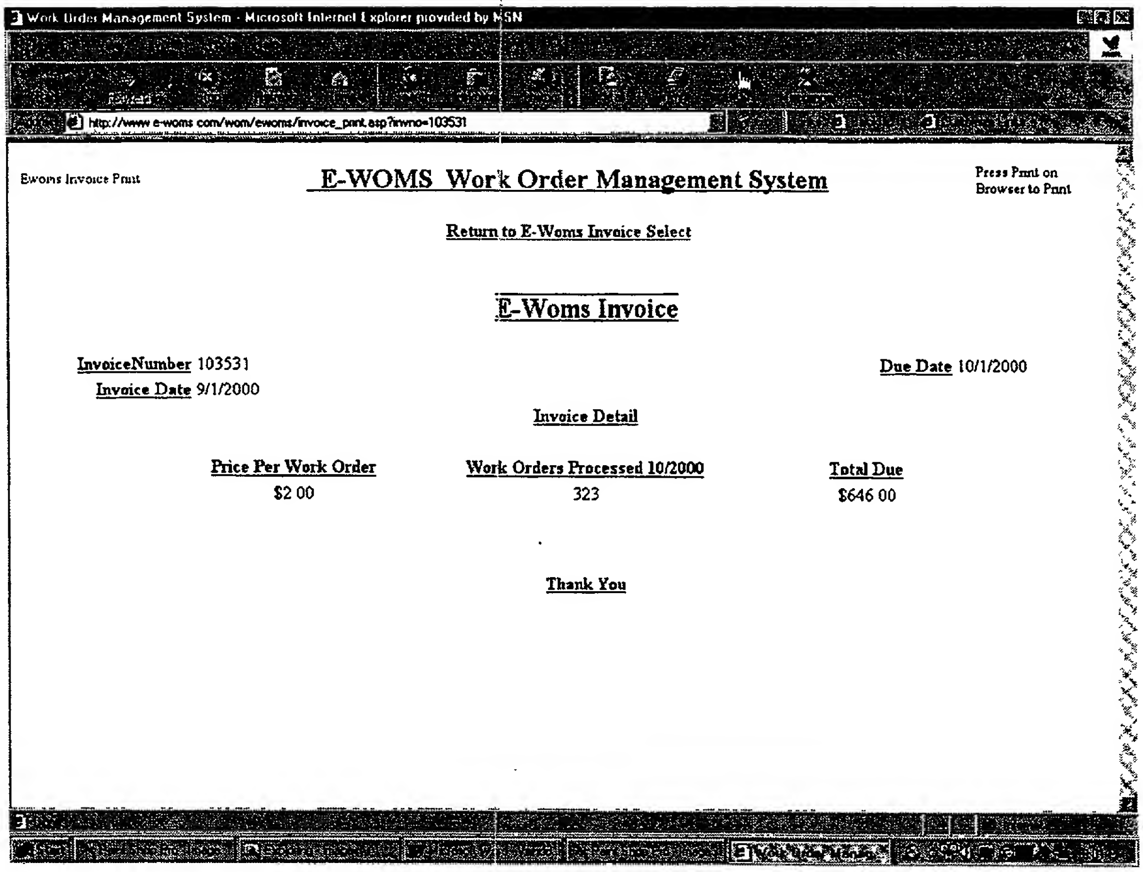


FIG. 120

Title:	The title displays the Vendor's name, followed by the standard text "Work Order Management System". The Vendor's name is set within the Vendor's site, in the Work with Corporate Information screen.
Press Print on Browser to Print	Pressing the print button on the Browser will provide a hard (printed) copy of the electronic invoice record.
Return to [Vendor] Invoice Select	Returns user to the previous page.
Invoice Number	Invoice number from *WOMBAT, Inc.*
Invoice Date	Date of Invoice.
Due Date	Payment due date.
Price Per Work Order	Agreed upon price per work order ($2.00 per work order at the time of printing.)
Work Order Processed [Month, Year]	The number of work orders processed in the stated month and year.
Total Due	Total amount due to *WOMBAT, Inc.* by the due date.

FIG. 121